

GETTING STARTED ISSUES OF CONFIDENTIALITY

As members of the clergy, you are well aware of the need for discernment and protecting the privacy of the members of your congregations who seek pastoral assistance and guidance.

However, it is necessary to reiterate this point when it comes to pastoral care issues with persons living with HIV or AIDS. For both ethical and legal reasons, pastors and church leaders must understand how to protect confidentiality and the implications of inappropriate disclosure of a person's HIV status.

People who do not understand how the disease is transmitted may often react in fear toward a person with HIV/AIDS. In addition, HIV-positive persons may experience discrimination and repercussions on the job, in medical insurance coverage, and other areas of their life, either now or in the future. Unless a person is open about his/her HIV status, it is important not to discuss their condition with others. Below is a discussion of confidentiality issues and how to protect it within the context of the church environment and pastoral care.

- **Prayer Request** – Ask for prayer for a person living with HIV/AIDS without disclosing their medical condition.

- **Legal Issues** – Disclosing a person's HIV sero-status without his/her permission is inappropriate. In fact, a person may have reason to initiate civil litigation for disclosure of their HIV status if some unintended harm should occur as a result. According to California law, only physicians, surgeons or local health officers are exempted from civil or criminal liability in the notification of partners.

- **Risk to Others** – If, however, you know that a member of your church is at risk of transmitting or contracting HIV from/to a sexual or needle-sharing partner, you may feel ethically bound to warn the potentially exposed partner of his or her risk. When presented with a situation it will be important for you to assess your knowledge or awareness of the following:

1. Are you certain that the HIV-positive diagnosis is confirmed by a medical practitioner (in other words, is the risk of contraction/transmission valid)?
2. Are you reasonably certain that the partner does not know of his or her risk?

3. Are you reasonably certain that the infected person has had sex or shared needles with the partner (in other words is the couple sexually active or sharing injection drug equipment)?

- If the answers to the above questions are yes, it is recommended that you speak directly with the HIV infected person about their HIV status and help the person understand how HIV is transmitted. It is also important to convey a message about the severity of HIV disease transmission. Pray with the HIV-positive person for God's guidance in making the decision. Offer additional counseling and encouragement. Offer assistance in notifying a partner. Help the infected person explore his or her fears and denial, if appropriate.

- **Domestic Violence** – Where domestic violence already exists in a relationship, disclosure of HIV status will significantly increase the likelihood of further harm. It is very important to assess whether the HIV positive person fears for his or her safety for any reason, and especially as it relates to self-disclosure of HIV status.

- Domestic and other partner violence occurs among all types of relationships. It also crosses all racial, ethnic, socio-economic and educational boundaries.

- It is not recommended that a disclosure occur when domestic violence is a risk. Instead, you should rely upon your usual counseling methods that are implemented for persons who disclose their risk of violence.

- **Partner Counseling and Referral Services** – Assistance may be available to help HIV-positive persons notify a partner. Many local health departments have health professionals who specialize in HIV partner counseling and referral services and can be reached by calling the local HIV Prevention Program. Similar to services provided by STD partner notification programs, if staff is available, they may be able to: 1) help the person tell his/her partner or 2) inform the partner without disclosing the HIV infected person's identity.

- If the local health department is unable to assist in notifying a potentially exposed partner, contact the California Office of AIDS (OA), HIV Partner Counseling and Referral Services Program at

(916) 445-0553 or the California Sexual Transmitted Disease Control Branch at (916) 322-2087.

- **HIV Counseling and Testing Services** – If your church offers HIV counseling and testing (C&T) services, be sure you are familiar with state laws and local health department recommendations for providing this service. Copies of the local or state HIV C&T Guidelines may be available through your local health department or by contacting the California Office of AIDS, HIV C&T Program at (916) 445-0553.

GETTING STARTED HOW TO INCORPORATE HIV/AIDS INTO YOUR CHURCH MINISTRY

Following are suggestions on how your church can incorporate HIV/AIDS prevention outreach into existing ministries (i.e. youth, singles, visitation, prison or health). Pastor Mary Alice Haye of Faithful Central Bible Church in Inglewood, CA, provided several of the suggestions listed below:

- Communicate to your ministry workers and congregation that you have made a commitment to get involved in the struggle to stop the spread of HIV/AIDS.
- Communicate to your ministry workers the importance of confidentiality in their work and ensure that member confidentiality is maintained at all times.
- Provide pastoral care to the physically sick, emotionally and spiritually ill person.
- Recruit, select and equip spiritually mature volunteer ministry workers who have a calling to minister to those infected with HIV/AIDS.
- Equip ministry workers with a general knowledge of HIV/AIDS and the psychological consequences of having an HIV or AIDS diagnosis. Contact your local county health department's Office of AIDS or community-based AIDS service organization to find out if they offer training courses that can be provided to your ministry workers.
- Develop ministry support that includes a buddy program and a peer-to-peer counseling ministry.
- Use existing staff or volunteers to discuss and distribute HIV/AIDS prevention and testing information to your members.
- Gather, maintain and utilize an updated referral database of local public health community resources available for HIV/AIDS Service Centers for case management (i.e. medical, psychotherapy, psychiatry, family services, assistance with Social Security, Disability, Housing, Food, Medical Trials, and Transportation). The California AIDS Hotline can provide referrals, 1-800-367-AIDS or www.AIDShotline.org.

- Incorporate workshops addressing issues related to HIV/AIDS into church-sponsored programs. To obtain assistance in setting up workshops, The Balm in Gilead is a national nonprofit organization working through black churches to support compassion and prevention efforts. For contact information, please see the resource list in the back of this publication.
- For more information or additional help regarding technical assistance, ministry development, theology and sermon tools contact:
Ark of Refuge, Inc.
Minister Noni Gordon
1025 Howard Street
San Francisco, CA 94103
(415) 861-1060 in San Francisco
(916) 419-9627 in Sacramento
- For consultation on setting up HIV/AIDS ministries in the Los Angeles area contact:
Urban Church Task Force on HIV/AIDS
Co-chairs Edna Williams (323) 758-7663 and
George Gant (323) 295-0667
- In the Sacramento area contact:
Center of Praise Ministries
Bishop Parnell Lovelace, Jr.
(916) 361-7729
- In the San Diego area contact:
St. Stephens Church of God in Christ
Bishop George McKinney
(619) 262-2671
- In the Inland Empire area contact:
Inland Empire Concerned African American Churches
Veatrice Jews, Health Coordinator
(909) 518-5170
- In the Fresno area contact:
Westside Church of God
Rev. Paul L. Binion, II
(559) 237-1444

INTRODUCTION: MINISTRY FORMS AND DIALOGUE SHEETS

To help establish your HIV/AIDS ministry, suggested guidelines and forms were adapted from information provided by West Angeles Church of God In Christ, He Intends Victory and The Serra Project's Interfaith Volunteer Caregiver's Program. The following explains the purpose of each sample form that is included in this guidebook.

1. Volunteer Recruitment Packet.

- **How to Recruit Volunteers** – Talking points to use when making an announcement for volunteer recruitment.
- **HIV/AIDS Ministry Volunteer Roster** – For the coordinator's use, to sign-up volunteers following the worship service.
- **HIV/AIDS Ministry Volunteer Application** – To gather information about your volunteers.
- **HIV/AIDS Ministry Volunteer Availability Schedule** – For the coordinator's use, to view every volunteer's availability at a glance.

2. HIV/AIDS Outreach Ministry Packet.

- **How to Start an HIV/AIDS Outreach Ministry** – Offers assistance to churches on how to set up an HIV/AIDS Outreach Ministry to minister acts of compassion to people with HIV/AIDS who request these services.
- **Ministering to a Friend with HIV/AIDS** – Provides suggestions for fellowship, transportation assistance, household help for the ill, ways to share your time and compassion and important footnotes to discuss during the orientation.
- **Guidelines for Safe Visiting** – Provides suggested guidelines for safe visiting.
- **Practical Tips for Volunteers** – Offers suggestions on assisting people infected with and affected by HIV/AIDS.
- **The Do's and Don'ts of Friendly Visiting** – Offers suggestions for visitors.

- **Suggestions for Home Visits** – Offers suggestions on how to help uplift someone's spirit and use appropriate behavior when making a home visit.
- **Sensible and Ethical Guidelines** – Provides reasonable guidelines to follow while visiting someone with HIV or AIDS.
- **Emergency Guidelines** – Suggests what to do if an emergency occurs.
- **Visitation Progress Report** – Assists volunteers in keeping records of their visits and in gathering valuable information.

3. Facility Site Visit and Referral Packet.

- **How to Start an HIV/AIDS Referral Database** – Offers assistance to churches on setting up a local HIV/AIDS database to refer people for counseling, testing and other HIV services.
- **HIV/AIDS Facility Appointment Form** – This dual-purpose form is for the coordinator to use during a preliminary telephone interview of a potential referral facility, and for the volunteer to call and schedule an appointment to visit the facility. *(The coordinator should give a copy of the completed form to the designated site visit volunteer.)*
- **Site Visit Instructions** – Provides a “to do” list for volunteers to read before visiting a facility.
- **Facility Talking Points** – For volunteers to review before visiting a site, to refer to while visiting a facility, and to help volunteers appropriately respond to staff members.
- **The Facility Checklist** – Indicates what volunteers should observe and record during a site visit. Volunteers should submit completed forms to the church's HIV/AIDS Ministry coordinator.

GETTING STARTED HOW TO RECRUIT VOLUNTEERS

The following are talking points when making an announcement for volunteer recruitment.

- To have a strong HIV/AIDS outside referral database for our members and the surrounding community, the (Your church: _____) HIV/AIDS Ministry is in the process of visiting testing facilities, hospices, clinics, etc.
- We are visiting referral sites to ensure that each service facility delivers what it has promised and provides a caring and compassionate environment.
- Many of the people and families who come to us are hurting and do not have the time, energy or resources to do the research that we provide free of charge.
- We would like to recruit volunteers and send you forth in pairs to visit these facilities. We hope that you can visit one facility per week, which would take approximately one hour of your time.
- We are also recruiting HIV/AIDS ministry outreach volunteers to minister acts of compassion to people who have HIV or AIDS.
- If you are interested in either volunteering to help us visit HIV/AIDS facilities or in the outreach ministry, please register at the sign-up table using the HIV/AIDS Ministry Volunteer Roster following our worship service.

[or please call _____
at (_____) _____ - _____ for more information].

GETTING STARTED HOW TO START YOUR HIV/AIDS OUTREACH MINISTRY

You can recruit church members for your HIV/AIDS Outreach Ministry. Ministry outreach volunteers will minister acts of compassion to people with HIV/AIDS who request these services. Listed below are suggested step-by-step guidelines:

- I. Create a ministry profile card for people who disclose that they have HIV or AIDS and request an outreach partner. This card will have the name, address, telephone number, age, gender, and favorite activities of the person desiring an outreach partner. You will give this profile card to a ministry outreach volunteer, so make a copy for your records.
- II. Schedule an orientation for your ministry outreach volunteers.
 - A. Prepare an agenda outlining what will be discussed during the orientation. It is recommended that you include an HIV 101 education component (*See Chapter VII, pages 23 - 25*) during your orientation to help your volunteers understand and be sensitive to issues related to HIV/AIDS. Your local Health Department may be able to assist.
 - B. During the orientation, you can review points shared in “Ministering to a Friend With HIV/AIDS” and emphasize the importance of:
 - Showing compassion.
 - Being nonjudgmental.
 - Respecting the privacy of the individual to whom the volunteer will be assigned.
 - C. Take questions from your volunteer recruits.
 - D. Let them share other things they have done to minister to those with an illness or disease.
 - E. Allow time for volunteers to discuss problems they have encountered while ministering to others. (*Volunteers with the gift of God’s mercy will need support too.*)
 - F. Close the meeting at the appointed time with prayer.
 - G. Expect to spend some private time after the meeting speaking with volunteers who may wish to confide in you.

GETTING STARTED **MINISTERING TO A FRIEND WITH HIV/AIDS**

When someone discovers that they are infected with HIV or have AIDS, they may feel afraid and very much alone.

Reverend Sonnenberg of *He Intends Victory*, an HIV/AIDS ministry in Irvine, California, shares these practical suggestions on how to be an instrument of God's love.

1. Fellowship:

- Ask your friend to join you for an outing at the beach, park or shopping mall or to see an upbeat movie.
- Call and arrange to bring over a meal to have together. Be the friend, the loved one, you have always been, especially now, as they may need you more than ever.
- Love and compassion are not always expressed in words. A squeeze of the hand or a warm hug can let someone know how much you care.
- Show simpatico – a “*similarity of temperament.*” Just as God shares in our joys and sorrows, share in their laughter and in their tears.
- Speak of the joy of knowing Jesus with a serene and gentle spirit. Intercessory prayers, acts of kindness and communicating God's unconditional love will be your most effective witness.
- Pray and share hope as you petition God to manifest His healing power.
- Be sensitive to any physical limitations and understanding if they are having a bad day and want to be alone.
- Do not allow your friend to become isolated. Let them know about and encourage them to attend support groups, Bible studies and other services offered by your church, ministry and other organizations.
- Invite them to join in celebrations and festive holiday gatherings as a valued family member, but offer in-home friendship if they decline.

2. Transportation:

- Offer to make arrangements for appropriate transportation to take your friend to the bank, doctor's appointment or to the church where they attend worship services.
- When you plan to do errands, call and see if they need anything from the store.
- Ask for a shopping list and make a delivery to your friend's house.

3. Household help for the ill:

- When you visit, take a small bouquet of flowers, books, periodicals, inspirational messages, movies or music tapes.
- Volunteer to launder clothes, wash dishes, water the plants, cook meals or take the dog for a walk.
- Give loving gifts of a small memento (i.e. home-baked cookies or their favorite delicacies.)
- Help decorate their home or hospital room during the holidays.

4. Time and compassion for the very ill:

- Read to your friend. Sometimes reading becomes difficult. We suggest reading the Bible, newspaper and Christian magazine articles.
- Share outside information that includes current events. Keep your friend up-to-date on mutual friends and other common interests. Your friend may be tired of talking about symptoms, doctors and treatments.
- HIV and AIDS affects all family members. If possible, stay in touch with your friend's family.
- Although it seems you have done so much, expect your friend to become angry with you. We often direct angry feelings toward those we are close to because we see them as “*safe people*” who will not forsake us.

- Like everyone else, a person with AIDS has good and bad days. On the bad days, treat them with extra care and compassion. It may mean more to them than you'll ever know.
- Talk about the future—tomorrow, next week and next year. It is good to look toward tomorrow without denying the reality of today.
- Help keep track of your friend's medication schedule. Go to the pharmacy if your friend is unable to go.
- Be careful not to lecture if they seem to be making decisions that you disagree with. Accepting the illness does not mean defeat. They may have simply yielded to God's sovereign, perfect plan.
- Although you may feel inadequate, take heart and don't give up! It's natural to feel like you don't have all the answers, and of course, no one does! So, ask God to endow you with His wisdom and lead you to speak the right words.

5. As You Minister -- Important footnotes for HIV/AIDS outreach volunteers:

- Share with your pastor and friends your own feelings of grief, helplessness and inadequacy. Their emotional and spiritual support will help strengthen you to minister to the person who has HIV or AIDS.
- **Confidentiality is of the utmost importance!** Guard this person's privacy implicitly by never sharing anything about them except with your HIV ministry coordinator.
- Remember to pray continually for your friend or family member and for other family members too.
- Ask God to use you as a messenger of His love and salvation through our Lord Jesus Christ!

GETTING STARTED GUIDELINES FOR SAFE VISITING

Adapted from information provided by the Serra Project's Faith in Action Volunteer Program based on earlier material produced by the Interfaith Caregiver's Alliance and used with their permission.

As a volunteer, the following is suggested:

1. Take advantage of ongoing training and workshops offered from time to time.
2. Stick to the services you agreed to perform and when you agreed to perform them (*e.g. a visit to the home or a walk in the park, etc.*).
3. If you are providing transportation services, make sure to check with your insurance company regarding your coverage for your automobile. You must have appropriate insurance coverage (*minimum liability*).
4. Avoid "hands-on" or personal care activities (*bathing, toileting, massaging, etc.*) unless you have had special training for such activities and you are registered with your Church HIV/AIDS Ministry as a Personal Care Provider.
5. Don't do something if you are not sure how to do it, or if that action may endanger the care receiver or yourself (*e.g. do not lift a bedridden person*).
6. Do not give medications (*prescription or over-the-counter drugs*) or offer medical advice.
7. Do not expose your care receiver to contagious conditions. If you develop a cold, flu or fever or were exposed to a contagious disease like chickenpox, inform the HIV/AIDS Ministry so that alternative arrangements for your care receiver can be made until you are well.
8. Develop a professional relationship with the family, health and social worker if appropriate so that they can get to know you and keep communication lines open.

9. Show responsibility and commitment to your volunteer job by following guidelines and suggestions as given in these orientation materials and in ongoing training.
10. Submit accurate and timely reports of your activities and hours as requested by the HIV/AIDS Ministry.
11. Be prepared ahead of time by knowing what steps to take in emergency situations. Consult with the HIV/AIDS Ministry coordinator, family members or health workers to prepare yourself to handle such situations.

GETTING STARTED PRACTICAL TIPS FOR VOLUNTEERS

Adapted from information provided by the Serra Project's Faith in Action Volunteer Program based on earlier material produced by the Interfaith Caregiver's Alliance and used with their permission.

1. Be cheerful and genuine.
2. Actively listen and show empathy.
3. Share yourself by describing your world to your care receiver.
4. Be dependable and ready to help.
5. Be honest.
6. Don't try to "fix it."
7. Be generous with an appropriate touch or hug. Make sure your approach is gentle and does not cause the other person to feel uncomfortable. Not everyone welcomes physical contact.
8. For the visually impaired:
 - offer the person your arm and escort them when necessary
 - identify steps and other obstacles along the path
 - avoid glare and poorly lighted areas
 - communicate a willingness to help
9. For the hearing impaired:
 - face the person when speaking and face the light
 - lower the pitch of your voice
 - speak clearly, but do not over-articulate
 - rephrase whatever you need to clarify
 - stand or sit three to six feet away from the person
 - if possible, find a quiet place to talk
 - give enough time for the person to respond
10. For the mobility impaired:
 - move slowly and deliberately
 - communicate your willingness to help
 - ask how you can best assist them getting in and out of a chair or the car
 - avoid sudden changes in motion or direction

11. For the breathing impaired:
 - limit physical activity by avoiding the use of stairs and walking too far
 - avoid air pollution through open windows, fumes or smoking
12. Always allow enough time for bad weather or traffic delays.
13. Be our "eyes and ears" and report any special need to the HIV/AIDS Ministry office.

GETTING STARTED THE DO'S AND DON'TS OF FRIENDLY VISITING

Adapted from information provided by the Serra Project's Faith in Action Volunteer Program based on earlier material produced by the Interfaith Caregiver's Alliance and used with their permission.

The Do's of Friendly Visiting:

1. **Be Cheerful And Friendly.** Prepare to create a climate of genuine cheerfulness. Friendliness is infectious and wholesome if it is genuine.
2. **Be A Good Listener.** Most people want to talk to someone and may need someone to just listen. Be patient, as you will likely hear what you have heard before. Encourage your care receiver to talk. It is good therapy.
3. **Be Careful. Do not take sides in personal problems.** Let the care receiver tell you about them, real or imagined. Make no issue of it by taking a position for or against. Keep relationships friendly and cheerful.
4. **Visit Regularly.** Let the person know when you are coming again. They will have something to look forward to. If you are unable to make the promised visit, be certain to let the care receiver know ahead of time.
5. **Encourage The Care Receiver To Do Something For Others.** Suggest things they can do within their capability. Caring for others can take the focus off of one's personal matters.
6. **Maintain Interest and Enthusiasm.** Realize you have an opportunity to bring a fresh perspective from the outside world. Discuss upbeat current affairs, community events and things they are particularly interested in.
7. **Be faithful to your promises.** Make commitments without over extending yourself and then do what you have promised to do.

The Don'ts of Friendly Visiting:

1. **Don't Disappoint Your Care Receiver.** You may never know how much your anticipated visit meant to your care receiver. Set a date for your visit. If you must select another day, always inform your care receiver. If you cannot come or must discontinue coming, explain why. Otherwise, he or she may think they did or said something that offended you.
2. **Don't Reinforce Negative Feelings.** Don't show your feelings for the care receiver by "sighing" or "oh'ing" with them. Be emotionally neutral, but compassionately engaged.
3. **Don't Give Advice.** Don't become the care receiver's personal advisor. Help them to help themselves. By making his or her own decisions, they help themselves, and it makes them a better person.
4. **Don't Enter Into Debates.** Controversial subjects lead to disagreements and hard feelings.
5. **Don't Take The Rose Colored Glasses Approach.** Assuring the care receiver that everything is going to be all right only buries personal feelings and problems. Encourage the care receiver to talk so that he/she is able to unburden themselves.
6. **Don't Show Negative Reactions To Care Receiver Characteristics.** There may be odors, bad breath, etc. You have come to bring cheer, not to be critical.
7. **Don't Forget You Are A FRIENDLY Visitor.** One makes a *FRIEND* by being a *FRIEND*.

GETTING STARTED SUGGESTIONS FOR HOME VISITS

Adapted from information provided by the Serra Project's Faith in Action Volunteer Program based on earlier material produced by the Interfaith Caregiver's Alliance and used with their permission.

1. Before you visit, remind yourself of your goal in visiting. Your goal simply is to be with them. Don't worry about what to say or using the right words, just share your concern and sit back and listen. We are making a mistake if our goal in visiting is to cheer them up. We do this more for ourselves than for the person. They may need someone to be *with* them and *hear* them and *understand* them more than someone to cheer them up.
2. If you feel anxious or nervous about visiting, one way to handle this is to be open. You might say, "*You know, the truth is I feel a little nervous coming to see you. It is hard to know what to say.*" You will be surprised how often this kind of openness will ease the tensions that you both feel.
3. Please, when you come, bring not only outward and visible expressions of life, of hope, and of joy (*flowers, reading material*), but also wear a pleasant countenance, a smile and concern that will strengthen them and not add to the anxiety and depression that may be present.
4. Enter the house slowly, with respect for the residents' privacy. If the door is closed, or partially so, knock and announce who you are. Wait for a response. (*In case the response is "wait", do so; if it is "no", then do not*). If the door is open and there is no response, enter slowly to be sure not to alarm the resident if she /he is asleep or hard of hearing.
5. Remember they need rest, so do not overstay your visit.
6. Please do not smoke or be loud and boisterous in conversation, and please leave your own personal fears and worries at home. The person has enough of their own.

7. When visiting the care receiver, stand next to the chair/bed where you can conveniently be seen or find a chair. Do not sit on the bed.
8. Having empathy for the person is important, but details of your similar illnesses or operations are not always helpful.
9. If you promise to do something for your care receiver, be sure to follow through. Example: if you say that you will come back, do so.

GETTING STARTED SENSIBLE AND ETHICAL GUIDELINES

Adapted from information provided by the Serra Project's Faith in Action Volunteer Program based on earlier material produced by the Interfaith Caregiver's Alliance and used with their permission.

- 1. Maintain trust and confidentiality.** Do not speak about your care receiver's issues to others except to your contact within your Church HIV/AIDS Ministry.
- 2. Please respect the spiritual life of your care receiver.** Volunteers put their faith into action through unconditional service – not through efforts to convert or evangelize to others. Avoid religious discussions that are apt to grow into differences of view or arguments. Instead, practice compassion and loving kindness.
- 3. Maintain an open mind. Be accepting of others.**
- 4. Be aware of your actions of body, speech and mind.** Think before you act or speak.
- 5. Do not offer medical advice.** Discuss with the person and their family (if applicable) before problems arise what he/she/they want done in case of emergency. Do not offer to take a person to the hospital – unless it is a prearranged transport. In case of a medical emergency, first dial (911), then the closest family member or friend, followed by notifying your contact at your Church HIV/AIDS Ministry.
- 6. Do not offer your opinions in family matters.** All decisions for the person's welfare are made by them or their family – not the volunteer.
- 7. Do not cash checks and/or sign any legal papers with or for your care receiver.**
- 8. Do not accept money or any gift of value.** This may be misinterpreted by others in the family and community. Suggest a donation, monetary or otherwise, to your Church HIV/AIDS Ministry if the person or family wishes to show support and appreciation.

9. Accept a confidence carefully and honestly. Tell your care receiver before hearing confidential information that you may have to tell your supervisor if it involves danger to themselves or others.

10. Travel in pairs when visiting your care receiver. Visiting in pairs will help eliminate the possibility of being accused of doing something you did not do. This is not uncommon. If this problem should arise, report it immediately to the Church HIV/AIDS Ministry. Don't take it personally or be afraid to call your supervisor. They are there to assist you.

11. Report any suspicions of abuse. If you suspect any abuse – physical, emotional, sexual, or financial - YOU MUST report it immediately to your Church HIV/AIDS Ministry. Your supervisor will report abuse to the proper authorities.

GETTING STARTED EMERGENCY GUIDELINES

Adapted from information provided by the Serra Project's Faith in Action Volunteer Program based on earlier material produced by the Interfaith Caregiver's Alliance and used with their permission.

An emergency situation may arise while you are volunteering with your care receiver. It is important that you remain calm because the sick or injured person will need all the support you can give.

If she/he is unconscious:

- Do not move the person except in a potentially hazardous situation (*fire, etc.*).
- Immediately call 911 for an ambulance.
- Notify the nearest friend after an ambulance has been called, or if none, notify your contact person and/or the church ministry office.

If she/he is conscious:

- Do not move the person except in potentially hazardous situations.
- Ask her/him to describe what is wrong, where it hurts, etc., if possible.
- Call for the ambulance (*911*), then notify: 1) nearest relative or friend, 2) caseworker (*if applicable*) and, 3) Church Ministry Volunteer Services if others are not available.

Always remember to report such incidents to the Church Ministry Volunteer Services either later or at the time the situation is occurring, if appropriate.

GETTING STARTED HOW TO START AN HIV/AIDS REFERRAL DATABASE

A fundamental component of the HIV/AIDS Ministry at West Angeles Church of God in Christ (COGIC) is to find the best local care facilities and build a referral database. It is our belief that when a pastor or counselor ministers to someone infected with or affected by HIV/AIDS, it is important that he or she is familiar with local quality service providers. By visiting facilities beforehand, our ministers and counselors can feel comfortable about referring a client or a visitor to a facility for counseling, testing or medical care.

To help other churches develop a referral database, we have submitted the following step-by-step guidelines for the pastor's guidebook. The forms have been slightly modified so that you will be able to use or adapt these forms to fit your own HIV/AIDS ministry needs.

God Be With You,



Bishop Charles E. Blake

Guidelines for establishing an HIV/AIDS referral service.

1. An initial step is to assign a staff member or experienced volunteer to be the HIV/AIDS ministry outreach coordinator. The HIV/AIDS ministry outreach coordinator should be well-educated about HIV/AIDS and sensitive to issues surrounding the disease. Contact your local health department's HIV/AIDS program to get information about available HIV/AIDS training and certification programs.
2. Secondly, send your HIV/AIDS ministry outreach coordinator to the HIV/AIDS training and certification programs. Having a certified HIV/AIDS counselor as the coordinator will help ensure that the volunteers are prepared and knowledgeable about the facilities and disease.
3. Once the HIV/AIDS ministry outreach coordinator has completed training, you want to begin to recruit volunteers from your congregation who will visit referral facilities. To recruit volunteers, make announcements to your congregation at Sunday school classes or Bible study groups and place notices in your Sunday church bulletins.

4. Refer or direct those interested in volunteering to a sign-up table or to the HIV/AIDS ministry outreach coordinator or volunteer. The sign-up table should have a sign-up sheet, volunteer applications and recruitment flyers.
5. Schedule an orientation meeting for your site visit volunteers and contact your local health department's HIV/AIDS program to conduct the HIV/AIDS 101 component. Many facilities provide training or can refer you to organizations that provide training services.
6. Contact your local health department's HIV/AIDS program or local community AIDS resource center, (such as AIDS Project Los Angeles - APLA) and request a community services directory. Go through the directory and select all organizations that appear relevant and appropriate to your HIV/AIDS ministry needs.
7. Fill out the Facility Appointment form. Write down the name, address, and telephone number of each facility that you selected from the directory. Then call and:
 - Confirm that the address listed in the directory is correct.
 - Get directions to the facility.
 - Indicate the type of facility (e.g. hospice, clinic, testing site, etc.).
 - Get the name of the contact person.
 - Ask when is the best day and time for someone from your church to visit their facility.
 - Request any printed materials they have available about the facility (flyers, brochures, etc.).
8. When the material arrives, look it over. If appropriate, make a copy of the Facility Appointment Form and create a volunteer packet by placing all of the materials about this facility into a folder or envelope. Write down the name and address of the facility on the front. You will give this packet to one of your site-visit volunteers during their orientation.
9. During the orientation, include HIV/AIDS introductory training for your volunteers. The training will help them understand and be sensitive to issues related to HIV/AIDS. You will also distribute and explain how to use each facility site-visit form.

10. Pair a staff member with a new screening volunteer. When each volunteer goes out for the first time to visit a facility, have an HIV/AIDS ministry staff member or someone very familiar with your church's style, spirit and demeanor accompany them. This is a great opportunity for your staff member to evaluate the effectiveness of each new volunteer and determine their strong points.
11. Pair volunteers together for all site visits – after each new volunteer has gone out with a staff member, pair him or her with an experienced volunteer for their subsequent visits. Just as Jesus sent his disciples in pairs, two volunteers should always go out together.

GETTING STARTED **HIV/AIDS MINISTRY SITE
VISIT INSTRUCTIONS
BEFORE YOU VISIT**

YEA A MAN OF KNOWLEDGE INCREASETH STRENGTH (PROVERB 24:5)

1. **Before visiting a facility, review all of the materials in the packet, including any brochures or pamphlets on the facility.**
 - When you visit the facility, you will want to verify if the agency is providing services as described. After you arrive, compare what they promised to the actual services provided.

2. **Once you arrive, you will verify if the facility is:**
 - easy to find,
 - readily accessible,
 - safe,
 - clean, and
 - well-staffed.

3. **In visiting facilities and gathering materials, remember HIV/AIDS service organizations cater to and serve people from all walks of life who have various ethnic and religious backgrounds.**

GETTING STARTED HIV/AIDS SITE VISIT TALKING POINTS

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Dear Site Visit Volunteers:

Thank you so very much for availing yourself to do volunteer work on behalf of our HIV/AIDS ministry. Your work is a wonderful service that will be truly valued, as it will help to benefit our church and surrounding community. The following are talking points when visiting an HIV/AIDS service facility. These points will help you to explain your role as a site visit volunteer.

Your church may wish to add common questions and responses to this list of talking points.

Your Talking Points

- To have a strong HIV/AIDS outside referral database for our members and the surrounding community, the (Your church: _____) HIV/AIDS Ministry is in the process of visiting testing facilities, hospices and clinics.
- Many of the people and families who come to us are hurting and do not have the time, energy, or resources to do the research that we provide free of charge.
- We are volunteers on behalf of our church's HIV/AIDS Ministry. We are assisting with this part of the project to ensure that we have taken the time to visit every referral facility.
- We are visiting to see how easy it is to call and visit the facility. We want to learn how far away the building is from the nearest available parking lot, if there is a fee to park, and if bus or train stops are nearby? Is the building clearly marked or difficult to locate? Our purpose is to get first-hand knowledge of the entire surroundings, inside and out.