

Client Care Procedures 01/2025

Arrival and Prayer

- Once the bus is parked at the specified location, PRAY over the bus, staff, and clients for the cleaning of spirits and freedom for guests.

Initial Visit with Clients

- **Intake Process:** When a client arrives at the bus, provide them with an intake form on a clipboard.
 1. Welcome the client and ask how they heard about the Freedom Bus.
 2. Give a brief description of the Freedom Bus and the services offered.
 3. Explain the entry procedure, including:
 - Completing the intake form.
 - Undergoing a security check.
 - Storing personal belongings in the locked holding compartment at the bottom of the bus.
 - Ask for their consent to proceed.
 - Sign liability waiver & consent forms.

Intake Form Information

- Collect the following details:
 - Birth name and street name.
 - Address, phone number, and email.
 - Gender and birth date.
 - Emergency contact information.
 - Current living situation and duration on the street.
 - Reason for homelessness (e.g., leaving home, a shelter, or new to the streets).
 - Whether they have a social worker or other support workers.
 - Behavioral indicators (e.g., drug/alcohol use, physical condition, suicidal tendencies).
 - Services accepted (e.g., clothing, food, overnight stay, duration of stay).
 - Spiritual engagement:
 - Did they accept the salvation prayer?
 - Did they accept a Freedom session?
 - Brief documentation of their story (completed after entering the bus).

Security Check

- Inspect the client and their belongings, including:
 - Clothing, pockets, phone, and hygiene items.

- A basic body inspection.
- Scan person with steel Security Metal Detector
- Staff will determine if the client is safe to enter the bus:
 - Assess for intoxication or drug use.
 - Call police or ambulance if necessary.
 - Security guard makes the initial decision, which can be overridden by the manager for valid reasons.

Inside the Bus

- Make the client feel loved and safe.
 - Offer coffee and food snack.
 - Show Client To Their Designated Bunk (#1 – 12)
 - Provide Client Intake Steps
 - Before being assigned a bunk they will need to.
 - Ask why they came to the Freedom Bus and how they got there (mode of transportation).
 - Complete Intake Form.
 - Listen to their story and reasons for their situation.
- **Spiritual Engagement:**
 - Invite them to participate in a salvation/acceptance prayer.
 - Ask if there is anything we can pray about? Pray on the spot or later.
 - If accepted, guide them through the Acceptance Prayer and follow God's promptings.
 - If declined, continue to love and pray for them, following God's promptings.

Before They Leave or Sleep

- Add Process steps for how we schedule time on bus & schedule...
- PRAY for them.
- Ask if they would like to:
 - Participate in a Freedom session immediately or schedule a future date and time.
 - Share their vision for the future and if they would like help achieving it.
 - Allow the team to follow up with them (requires a follow-up team).
- Inform them about available programs:
 - **Addiction Programs:** Morphine detox procedures.
 - **Mental Health Programs:** Counseling and support resources.
 - **Faith Based & Spiritual Programs:**
 - Alpha program: Provide a list of participating churches with addresses, phone numbers, and contact persons.
 - Celebrate Recovery (CR): Provide locations, phone numbers, and contact details.
 - **Community Resources:**

- Soup kitchens, Harvest House, Helping Hands, mental health facilities, and housing assistance.
- Invite them to volunteer for the Freedom Bus when appropriate to foster community belonging. Record this information on their form.
- Provide information about the Freedom Bus's schedule and how to find updates on the website.

Essential Supplies

- **For the Bus:**
 - Bed linens.
 - Toolbox for bus maintenance.
 - Cleaning supplies (puke bags, sanitizer wipes, soap, etc.).
 - Coffee, food, toilet paper, towels, and washcloths.
 - Donation box at the front of the bus.
 - Naloxone kits (for overdose emergencies).
- **Safety Equipment:**
 - Wheel chocks for bus stability.
 - Other safety

Staffing

- **Staffing Schedules:**
 - AM and PM shifts.
 - All staff must be Christians and have completed the Freedom process.
 - Outsource specific roles to existing homeless services for access to medical supplies and healthcare.
- **Volunteer Management:**
 - Ensure adequate volunteer coverage at all times.
 - Define roles for follow-ups and client care.
- **Bus Operations:**
 - Drivers drop off the bus and return home.
 - Ensure male and female staff availability for escorting clients to their vehicles if needed.

Tasks and Follow-ups

- Maintain an updated website calendar for bus locations.
- Assign someone to oversee client care processes and manage follow-up teams.
- Collaborate with pastors and churches offering Alpha and CR programs.
- Gather and share information about all shelters and community programs, such as:
 - Park Street Outreach, Harvest House, Helping Hands, and other shelters listed below:
 - Blooming House
 - Bedford MacDonald House
 - Life House

- Summerside Emergency Shelter
 - Winter Street
 - Park Street Emergency Shelter
 - Deacon House
 - Anderson House
 - Chief Mary Bernard Memorial Shelter
- Link these shelters and programs to the Freedom Bus website and share resources with clients.