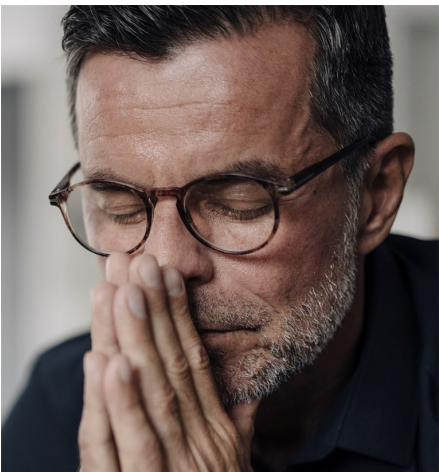


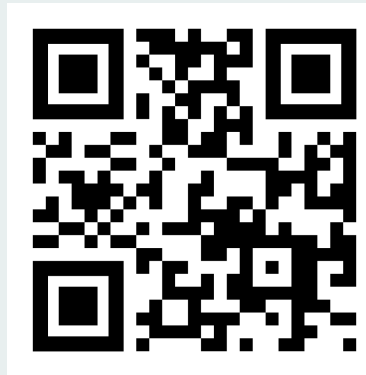
Getting Started

- Ground yourself in prayer
- Assume positive intentions
- Partner with someone of the opposite gender
- Maintain personal space

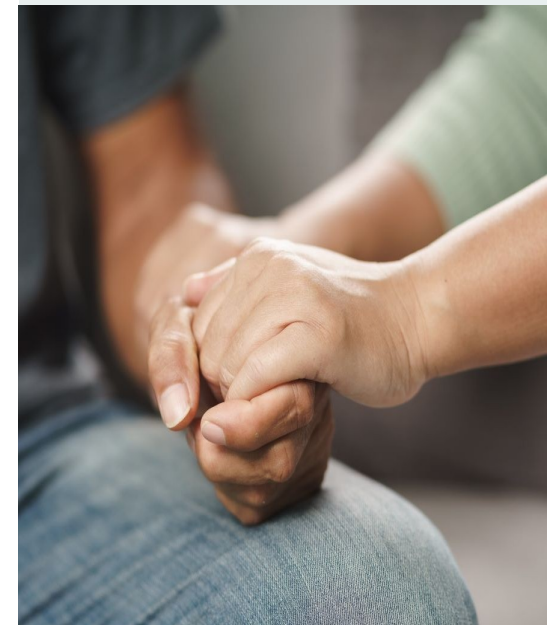


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Engaging with A Person Who is Experiencing an Emotional Crisis



Before you go on duty each Sabbath, PRAY.

Ask God to be with you, to give you patience and compassion, to guide you and to give you wisdom.

This should be the case no matter who you might encounter.

SCENARIOS

- **Stop.** Say another quick prayer for God to be with you. Take a deep breath. If possible, ask another person to greet this individual with you, preferably a member of the opposite gender from you. This is helpful because you never know if the individual will react better to a man or a woman.
- **Walk over quietly.** Stand about an arm's length from the individual. You can extend your hand in greeting. If the individual does not respond, don't let this bother you. Calmly and pleasantly say, "Good morning. I'm _____ and this is _____. We're glad you're here. How may we help you?"

Possible responses

1. "Thank you. I'm ok."

If you get this response, don't immediately walk away. Say something like, "I didn't catch your name." or "We are glad you are here today. What is your name?" The person may or may not respond. This is ok. Whether they do or don't, reply with this, "I'm _____ and this is _____. If we can do anything to be of help, please don't hesitate to ask."

- ⇒ Above all, remain calm.
- ⇒ Avoid sudden movements; don't move closer to or touch the person
- ⇒ Speak clearly and keep your voice low
- ⇒ Ask God to send the Holy Spirit to be with you in this moment

2. No response.

In this case, ask gently, "What is your name?" If the person responds, you might say, "You seem upset. Would you like to talk?" The person will probably not say "Yes." But if they do, refer to **#3.**

3. "I'm upset" or "I need help with ____." or the person is agitated & raises their voice.

- Take the person aside to a quiet, yet public space.
 - Respect personal space
 - Calmly ask, "How may we be of help?"
 - Recognize you don't have to solve the problem.
-
- ⇒ If the person asks for significant emotional or material need, contact a pastor, head deacon or head elder.
 - ⇒ If you feel unsafe, contact **Tom McCullough** and ask him to join you.
 - ⇒ If the person becomes aggressive, **call 9-1-1.**