

Need A Neighbor

A Neighboring Response to the Covid-19 Pandemic

Thank you for exploring this opportunity to love and serve our neighbors. In this unique moment, your love makes a difference in the lives of real people with very real needs.

The Need A Neighbor platform enables our neighbors to post certain needs they are experiencing during this period of social distancing and isolation. These needs are ones that can be met by loving neighbors, especially those of us who are called to "love our neighbors as ourselves." As a volunteer, you will be empowered to use this platform to meet those needs.

NOTE: It is important to recognize all civic and health-related guidelines while serving neighbors through the Need A Neighbor platform. Please contact your church's Volunteer Coordinator for more details.

Using the Need A Neighbor Website

The following information will guide you in the steps to register as a volunteer and use the website to find needs to meet in our community.

Step 1. Connect With Your Local Church

- Contact the Volunteer Coordinator at your church to learn about how your church is implementing the Need A Neighbor program and website.
- Your coordinator may ask you some questions to protect the confidentiality of the neighbors who have requested assistance.
- Once you have connected with your church representative, you will be given a password to use to register as a volunteer on the Need a Neighbor website. You will also receive training resources that will assist you in your participation.

Step 2. Register on the Need a Neighbor Website

- Go to www.NeedANeighbor.org.
- Click on the VOLUNTEER icon and follow the steps to register as a volunteer. *Please make a note of your password for future logins.*
- You will receive a confirmation email when the process is complete.



Volunteer

Step 3. Login & Dashboard

- ❑ Select Login at the top of the homepage. Enter your email and password and select Login.
- ❑ Select the Dashboard icon on the home page. The Dashboard provides a summary of your project activity and bookmarks (shortcuts) to projects of interest.



Step 4. Finding a Need to Meet

- ❑ Select the SEARCH PROJECTS icon.
- ❑ Select the PROJECT TYPE(s) you would like to review and select SHOW RESULTS.
- ❑ Use the ADVANCED SEARCH filters along the right column to narrow the list of projects by Status, Type, Zip Code, or Neighbor Circumstance.
- ❑ Select the MORE INFO button to learn more about a particular project.



Step 5. Adopting & Completing a Project

Review the details for your selected project. You have the following options:

- ❑ **Adopt This Project.** Designates you as the organizing volunteer of the project. Once selected, this button turns red and the label changes to Un-Adopt This Project.
Un-Adopt This Project. Releases an adopted project should you choose not to complete the project after adopting it.
- ❑ **Complete This Project.** This button appears once you have adopted a project. It is used to close out the project once the need is met.
- ❑ **Edit Info.** This button can be used to edit the project or neighbor information if needed.
- ❑ **Bookmark This Project.** Adds this project to the Bookmarks list on your dashboard for quick access.
- ❑ **Print This Project.** Displays a printable project information sheet.

Meeting a Need

Here are some guidelines in helping you and those you serve have a meaningful experience.

A Friendly Phone Call

Without regular activities or connections to people, some neighbors are isolated and can feel alone or forgotten. To meet this need simply call the neighbor, introduce yourself, explain why you are calling, and have a friendly chat!

Share about yourself and ask questions about their family, interests, usual activities, how they are feeling, etc. Be sure to listen well!

It would not be unusual for a call to reveal other needs that you may be able to meet, which you are invited to do if you would like to. Also pray for them, over the phone, if you are comfortable with that!

Feel free to continue to call and build a friendship with your neighbor!

Pick Up Groceries or Urgent Supplies (Able to Pay)

To meet this need simply call the neighbor, introduce yourself, explain why you are calling, and ask about their needs. Be sure to get a list of needed items and any associated instructions.

If their needs include prescriptions or specialty items, you may consider calling ahead to retailers to ensure that you are able to obtain those items for them.

If you would like to supplement their needs with additional food, at no cost, refer to the *List of Community Food Sources* accessible via the Partner Information icon on the homepage.

Since they have indicated they are able to pay, feel free to ask something like, “how would you like to pay for these items?” and then troubleshoot the solution.

Here are some ideas:

- Use Venmo or a similar app to reimburse you for the cost.
- Agree to mail the receipt to them afterwards and they mail you a personal check.
- Have them provide you with cash prior to your shopping and you return the change and receipt (via envelope at their home, practicing safe distancing).
- Be creative!

Take your list, go shopping, and deliver the bagged items to the porch or other mutually-agreed location for the homeowner to retrieve. Please avoid contact and observe social distancing guidelines.

Pick Up Groceries or Urgent Supplies (Unable to Pay)

Please note that these needs cannot be paid for or reimbursed by the neighbor. If you are unable to pay for the items yourself, or unsure if your church can reimburse you, you might consider selecting a project that does not obligate you financially.

We recommend that you check ahead of time with your church on their reimbursement policy for Need A Neighbor projects.

However, if the primary need is for groceries, there are free sources of groceries that you can pick up and deliver. For more details, refer to the *List of Community Food Sources* accessible via the Partner Information icon on the homepage.

To meet this need simply call the neighbor, introduce yourself, explain why you are calling, and ask about their needs (while considering your ability to serve them). Be sure to get a list of needed items and any associated instructions.

If their needs include prescriptions or specialty items, you may consider calling ahead to retailers to ensure that you are able to obtain those items for them.

Take your list, go shopping, and deliver the bagged items to the porch or other mutually-agreed location for the homeowner to retrieve. Please avoid contact and observe social distancing guidelines.

Provide a Meal (Prepared or Boxed)

Unlike groceries, which generally need to be prepared to be consumed, meals are defined as ready-to-eat food whether they are home cooked, boxed, or a grab-and-go bag.

It is assumed that the volunteer will provide the meal out of their own hospitality or pick up and deliver ready-to-eat bagged or boxed meals made available by the community food sources below.

To meet this need simply call the neighbor, introduce yourself, explain why you are calling, and ask about their meal needs, including which meal is needed, how many servings are needed, and any preferences that may help you choose what to prepare (if you are preparing it personally).

Please note, if you do decide to prepare a hot meal, which is a huge blessing, please deliver it hot as not all neighbors have the ability to cook or reheat food in their homes.

Referral for Financial Assistance

These projects will generally be referred to community resources for financial assistance. Please check with your church Volunteer Coordinator before responding to one of these needs.

Pray For Me or Someone Else

An invitation for prayer is an open door to love a neighbor! Prayer requests may come from individuals that have a personal faith of their own, or from people that do not have a faith practice but are simply concerned or even fearful.

Either way, your willingness to connect and to pray for them or others can be a comforting and hope-filled experience.

To meet this need simply call the neighbor, introduce yourself, explain why you are calling, and begin with a friendly chat! Share about yourself and ask questions about their family and how they are feeling, etc. Learn about their faith by asking where they attend church or to tell you a little about their faith journey. Ask them directly how you can pray for them. Be sure to listen well!

Invite them to join you in prayer, and even invite them to pray for you as well. Pray with them out loud, over the phone, lifting their requests specifically and praying as you are led.

Please continue to pray for them and check-in with them from time-to-time to remind them of your prayers and to see how they are doing.