**Public Interaction Policy**

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| **POLICY** | Appropriate interaction with public during Outreach. |
| **PURPOSE** | To ensure a suitable appraisal from the public regarding outreach work with individuals experiencing homelessness |
| **PROCEDURE** | **1) Be aware of the public nature of outreach to people who are homeless.** Members of the public observe your interaction with people who are homeless. They may not understand and may even misinterpret your role.  **2**) **Be prepared to give a brief explanation of your work.** If a bystander questions you or your role, briefly explain who you are and what you are doing. An example of such an explanation is:  *My name is \_\_\_\_\_\_\_\_. I work for [Local Provider] and am contacting people on the street who are homeless to see if they would like assistance.*  **3) Refer individuals who want more information to the Outreach Coordinating Entity (OCE) Director.**  **4) Politely ask the person making the inquiry to allow you to work with the homeless person privately.** Inform the individual that to continue the rapport building process and to respect the person’s confidentiality, you would like to continue to engage the individual privately.  **5) If the person making the inquiry still doesn’t leave, consider letting the homeless person know who you are and where he or she can find help when ready.** It may be better to leave than to conduct outreach in a compromised situation. Do not leave a person experiencing homelessness, however, when you are concerned for his or her safety or welfare.  **6) Remember to be polite and professional, even when the other individual is not.** If the individual is angry, upset, or even making accusations, remember that you add fuel to the fire by getting upset or angry yourself.  **7) Contact your supervisor.** If you cannot resolve a situation with a member of the public, contact your supervisor by radio or cell phone. Otherwise, contact your supervisor following the incident and complete an Outreach incident report form. |