

**Thank you for volunteering to assist with this year's Point in Time Count!**

We appreciate your time and energy, as well as your compassion for our community's neighbors who are experiencing homelessness. To prepare for the PIT count, please refresh yourself on these tips.

CONDUCTING THE SURVEY

- **GREET KINDLY, introducing yourself**
- **OFFER RESOURCE LIST & WARMING ITEMS**
- **EXAMPLE SCRIPT:** "Hi, my name is _____, and I'm working with _____ to hand out some resources and items people might need. We're also conducting Point in Time Count surveys that let our community know how many people are experiencing homelessness in our community, and to understand what needs they may have. Participation is voluntary, responses are confidential, and all questions are optional. Do you know anyone who is experiencing homelessness and might want to participate?" **OR** alternatively "Would you like to participate?"
- **ADDRESS & ANSWER any questions or concerns**
- **ENSURE THAT YOU HAVE VERBAL CONSENT TO PROCEED**
- **THANK THEM FOR THEIR TIME AFTER YOUR CONVERSATION**

PIT COUNT DOs and DON'Ts

- **DO** lead with respect for the person and their dignity
- **DO** have a conversation with the people you encounter
- **DO** keep professional boundaries (e.g. don't invite someone home with you)
- **DO** remember that you may be entering into someone's personal space and be considerate
- **DO** respect people's time
- **DO** provide commonly needed items (e.g. socks) and information on local resources
- **DO** speak with someone on their level (e.g. eye to eye)
- **DON'T** take safety risks
- **DON'T** assume you know the answer to survey questions
- **DON'T** force or coerce people to answer questions if they don't want to
- **DON'T** make promises you can't deliver, such as promising services or housing resources
- **DON'T** insert yourself into the person's story
- **DON'T** take photos of, or with, the people you survey

SAFETY

- Always stay with at least one other person
- Maintain awareness of space around you
- Stay in places that are lit and free of hazards
- If someone is non-responsive, apologize for bothering & ask them to say something so you know they are ok
- Don't take risks-prioritize your own safety
- If you use a flashlight be respectful (don't shine it in anyone's face)
- Call 9-1-1 if you or someone else is in danger
- Bring flashlight, cell phone, and weather appropriate clothes
- Attend Narcan training beforehand if possible

If you have any questions or need assistance, please contact Natalie Burtzos: nburtzos@communityaction.us