



**GUIDELINES FOR
SERVE THE NEEDY**

WHY IMPACT Now?

Our Mission

As we stepped into 2020, we were challenged as a church to turn our focus outwards; to reach out and bless the nations represented here in Malaysia and beyond. With the launch of IMPACT 2020 and the tagline, 'You, Me, The Nations,' the call to GO was clear. The road maps were drawn up, opportunities lined up, travel plans underway and many geared up to go. Then, came the unexpected. The pandemic drove us to rethink how we can make an IMPACT in this new landscape.

The lockdown brought about unforeseen hardships to many individuals, families, and communities. The sense of safety from staying indoors were overshadowed by fear and uncertainty of the future, financial difficulties, mental and emotional stress, and for some, unsure about their next meal. Amidst these gloomy times, it was heartwarming to hear of many kind, selfless and courageous individuals reaching out in different ways to support those in dire need. Some delivered food packs to the needy, others bought groceries for their elderly neighbours, while many donated sacrificially to support those struggling financially; testament that everyone of us can make an impact, right where we are.

Motivated by His love for us, we want to continue to be a church who loves God and serves people in every season. We see wide fields of opportunities before us, where we, as a church can make a meaningful and lasting impact here in our beloved nation. IMPACT Now is a timely strategy to grow us as an outward-looking church who loves God, serves people, and makes disciples. The three-pronged strategy is this:

SERVE THE NEEDY | BLESS A COMMUNITY | FUND AN INITIATIVE

These projects are designed to meet the urgent needs of the communities around us in this time of difficulty. You are encouraged to take part together as a Cell Group (CG) in as few or as many projects as you like. A team of Project Leaders will be the key liaison personnel.

The Holy Spirit will empower you to be prayerful, be prophetic in your ministry and be creatively practical as you serve. Depend on Him and look out for how God will work in your own heart and those you reach out to!

The time to make an IMPACT is Now! Let us not lose sight - our mission to bless the nations remains though our methods may change. There is no pause in missions. God's work continues, and people need Jesus more than ever. We, His people are here for such a time as this. Embrace His heart for the broken, the lost and the least. Will you obey His call?

Our Values

In all your interactions, whether virtually or in-person, let us **represent CHRIST well** and **be led by His Spirit** as we **honour one another**.

*And whatever you do or say, do it as a representative of the Lord Jesus, giving thanks through him to God the Father. **Colossians 3:17***

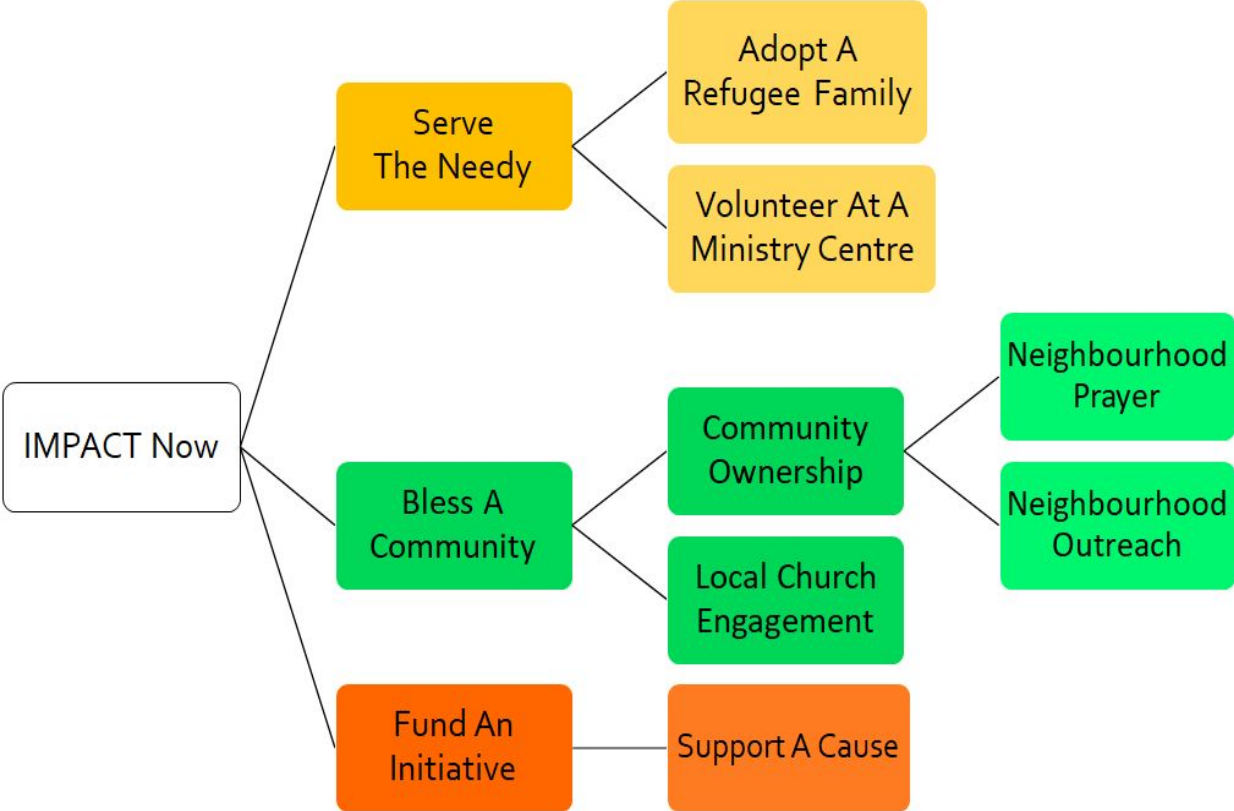
*Teach me to do your will, for you are my God; may your good Spirit lead me on level ground. **Psalm 143:10***

*Be completely humble and gentle; be patient, bearing with one another in love. Make every effort to keep the unity of the Spirit through the bond of peace. **Ephesians 4:2-3***

Let us heed the call to go, and be salt and light where He has placed us. Be strong and courageous and may the fruit of the Spirit be seen in and through us as we step out to make an impact for His glory.

Overview

The chart below outlines the three main strategies of IMPACT Now and the sub-categories where CGs can be involved in. The following is a general view of the stages involved in an IMPACT Now project.



IMPACT Now PROCESS FLOW



PL: Project Lead; ZC: Zone Champions; ZL: Zone Leaders; ZP: Zone Pastor
 *for Serve The Needy projects

Health & Safety

Below are the general Covid-19 guidelines¹ from the Ministry of Health, Malaysia. Please adhere to these preventive measures at all times and abide by current and future guidelines for the interest of public health. Remember to protect yourself and others.

Practise the **3Ws**:

- Wash** - wash your hands regularly with soap or use a hand sanitiser. Be mindful of high-touch surfaces including door knobs, stairs, lift buttons, etc.
- Wear** - wear a mask and change your mask once it is damp.
- Warn** - if you are unwell or show any symptoms of fever, cough, sneezing, sore throat, flu, or difficulty breathing, please stay at home, isolate yourself and seek your doctor's advice.

Cover your mouth and nose with tissue when you cough or sneeze, dispose tissue in a closed bin/tied up bag and wash/sanitise hands.

Social Distancing

- Avoid crowded areas.
- Always keep a distance of at least 1 metre from each other, including meal times at restaurants.
- Greet without physical contact.
- Use contactless delivery for delivery of food or packages.
- Virtual teaching and learning is encouraged.

IMPORTANT: If visitations are allowed, go in pairs and remember to observe Covid-19 preventive measures and social distancing. Be alert, wise and sensible with your personal belongings. We would like to encourage you to take extra precautions if you belong to the high-risk category of individuals.

High-risk category include:

- Senior citizens (those above 65 years old)
- Pregnant mothers
- Those with pre-existing illnesses (diabetes, cancer, high blood pressure, asthma, heart condition)
- Children (below 12 years old)

¹ As of 24th June 2020

Do's & Don'ts

These general guidelines apply when you're interacting with vulnerable peoples whether a refugee, children, or when volunteering at a ministry centre.

DO's:

- Pray before, during, and after your ministry and remember to be sensitive to His Spirit throughout
- Take care of your health and be considerate to others around you - remember to practise good hygiene and adhere to social distancing measures.
- In the interest of safety, conduct activities during day time rather than at night, whenever possible. Keep doors open and run activities in a visible, safe area.
- Always serve *in pairs* or more and observe the "Two Adults Rule" - which is, to never be on your own when serving for the accountability and safety of everyone.
- Listen more than you speak and communicate with gentleness and respect.
- Seek to get to know and understand the culture of the people you're reaching out to.
- Always maintain a patient, humble and pleasant disposition.
- Remember that your actions, body language, expressions and tone speak louder than words.
- Ask permission before you take photos, videos or information of recipients. Remember to respect their privacy, dignity and wishes - you are the guest, they are your host.
- Exercise good judgment, wisdom and discretion when sharing about yourselves, your faith, your cell group and the church.

DON'Ts:

- Act overly surprised or grossed out if the sights, smells and sounds including living situations, hygiene levels or when practices are not what you're used to.
- Criticise, be impatient, or show arrogance when certain situations may not meet your expectations.. Pray for grace, remain calm and try to express your thoughts in a positive, helpful way.
- Speak or treat any person impolitely, even when provoked. Pray for calmness and wisdom to be a good witness. Think long-term relationships.
- Comment or criticise political, religious or socio-economic situations.
- Make promises to offer help in cash or kind before consulting, discussing, praying, and discerning requests for help with your respective CG leader. Consult and discuss this with your CG leader prior and prayerfully decide. We do advise that the value of gifts are capped at RM200 per month.

- Give out your own phone number or that of your CG member without consent.
- Share or post personal information including names, contact information, addresses and the vulnerable people's background. Observe anonymity and respect the privacy and dignity of others.
- Take, use, circulate or post on social media or on online platforms any visuals (images or videos) of the recipients without their permission. Respect their dignity, confidentiality and be mindful of their safety concerns.

***IMPORTANT:** Many of those in need are from vulnerable, at-risk backgrounds. Please prioritise their safety, honour and protect the identities of the vulnerable individuals as well as the organisations, staff and volunteers serving them.

SERVE THE NEEDY

SERVE THE NEEDY

As we will be going out to serve people from diverse backgrounds and history, it is important that we take every measure that we can to cater to their needs with sensitivity. Below are some measures that we have to adhere to when ministering to vulnerable adults and children.

1. DEFINITION OF A VULNERABLE PERSON

A *vulnerable person* is one who is, or who may be, unable to take care of himself/herself, or unable to protect himself/herself against significant harm or exploitation due to age, illness or a mental or physical disability. Vulnerable people include children, the elderly, the sick, the poor, the weak, those with physical or mental disabilities, refugees, who are therefore more susceptible to harm or exploitation.

2. PROTECTION GUIDELINES

To reduce the risk of hurting vulnerable individuals and volunteers, it is our duty to maximise accountability and minimise precarious situations:

- In general, it is better to conduct activities during day time rather than at night.
- Always serve **in pairs** and observe the “Two Adults Rule” when serving vulnerable individuals. Keep doors open and conduct activities in a visible, safe area. One adult should never be alone with one vulnerable person. Have another adult present at all times for the accountability and safety of everyone involved.
- Hold each other accountable and be alert to call out or report any unusual behaviour to your CG leader, whether it be favouring a particular person, excessive one-on-one time spent together, or inappropriate contact even if harmless.
- Be alert to possible red flags of abuse e.g. unexplained cuts, bruises or pain, sudden and dramatic behavioural changes, withdrawal from activities and friends, expressing unexplained dislike of an adult or older child. Report these to your CG leader or an organisation staff if you notice such issues.
- If you receive a report of maltreatment or abuse, listen to the person, record what happened in the victim’s words, assure and maintain confidentiality, do not act or make decisions on your own, and report the incident to your CG leader.

3. CHILD PROTECTION AND SAFETY

While serving the needy, whether adopting a refugee family or volunteering at a ministry centre, children are often present. The importance of child protection and safety will be highlighted in this section.

Children, especially those from at-risk backgrounds, are often vulnerable to abuse or maltreatment because:

- they may lack information or knowledge
- their behaviour may be overlooked as 'moody' or 'shy'
- they may not be able to express themselves due to various reasons including fear, threats, guilt or shame
- they may not have a close relationship with a parent or guardian or a safe space to share their struggles, and their complaints may be brushed off
- they can be easily intimidated and are unable to defend themselves against older children or adults who may be larger in size or more forceful

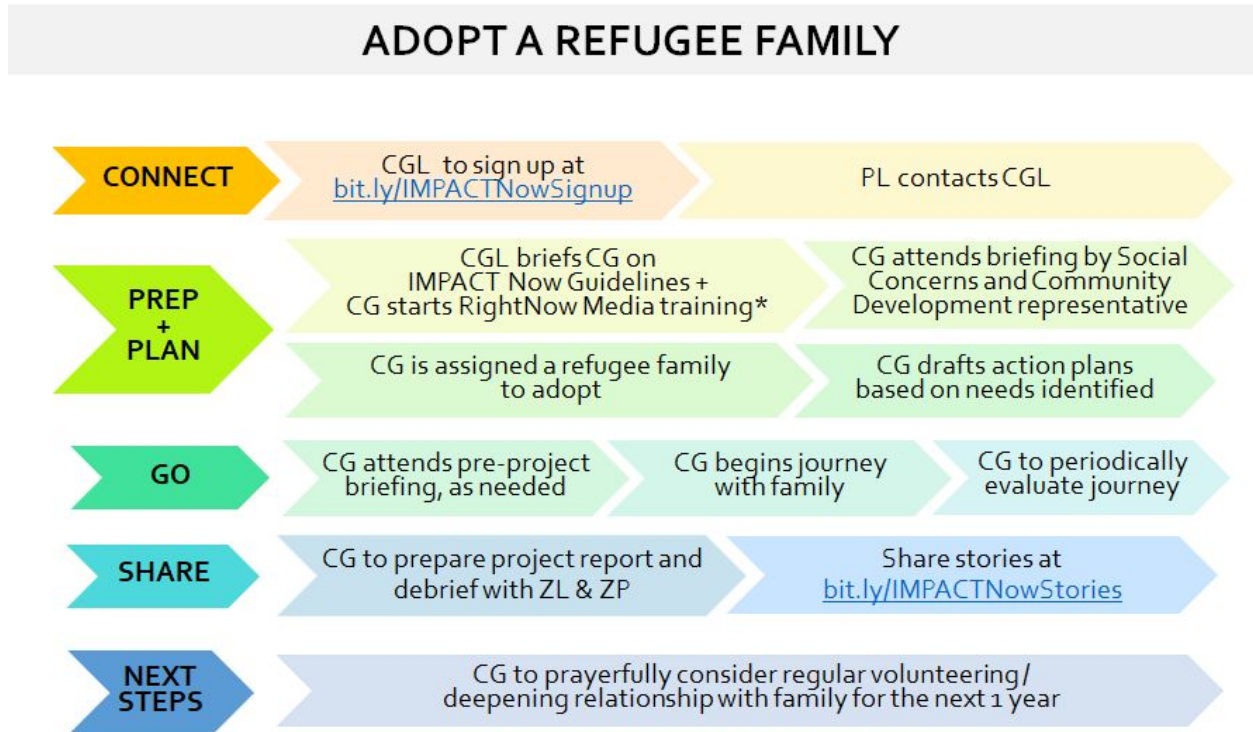
As a community of believers, we create a strong and safe support system for children by:

- working in pairs (Two Adults Rule) for accountability, calling out or reporting any observations that cause concern
- engaging with communities and ministries to support children
- building trust and keeping communication open with children, listen to the little things so they feel safe to tell you the big things
- creating awareness - train children on protection and body safety and to say 'NO' to inappropriate, unsafe contacts or requests to keep secrets, and teach them self-defence skills

A. ADOPT A REFUGEE FAMILY

1. OBJECTIVE

To reach out to adopt a refugee family, bridging the gap by showing care and support. And providing practical help to these communities in need.



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* Helping Without Hurting: <https://www.rightnowmedia.org/Content/Series/1223>

2. UNDERSTANDING REFUGEES

Refugees fleeing from conflict-torn countries or persecution are very vulnerable and are left without protection from their own country, much less the country that they flee to. With a disappearing safety net, refugees are often predisposed to situations where their security and basic human rights to food, water, shelter and access to healthcare are in question, and often face discrimination as they struggle for a new beginning and to rebuild their broken lives.

According to the United Nations High Commission for Refugees (UNHCR), as of April 2020, Malaysia is home to approximately 177,800 registered refugees of various nationalities. How will we reach out to these nations that have come to our doorstep?

As a community of believers, we are called to care for the foreigners in our land and reflect His heart for the poor, needy and oppressed, more so in this difficult time.

*When a foreigner resides among you in your land, do not mistreat them. The foreigner residing among you must be treated as your native-born. Love them as yourself, for you were foreigners in Egypt. I am the LORD your God. **Leviticus 19:33-34***

*Learn to do right; seek justice. Defend the oppressed. Take up the cause of the fatherless; plead the case of the widow. **Isaiah 1:17***

3. PREPARING TO GO

- All CGs that decide to adopt a refugee family are strongly encouraged to complete this online group video study:
 - Helping Without Hurting: <https://www.rightnowmedia.org/Content/Series/1223>
 - At the same time, do sign-up and provide your details at bit.ly/IMPACTNowSignup
- Once your CG has signed up, the Project Lead will contact you.
 - Your CG will receive a briefing from a Social Concerns and Community Development (SCCD) representative and be assigned to a refugee family to adopt.
- CG goes through IMPACT Now guidelines and drafts plans according to the needs identified.

4. LANGUAGE CONSTRAINTS

- a. Language barriers: You may inevitably face language barriers when interacting with people of different nationalities.
 - While you may not speak the language, remember that your actions, body language, expressions and tone speak louder than words.
 - Speak courteously and respectfully.
 - Remember that you are representing Christ.

- Take note that in certain cultures, men do not shake hands with women.
- b. Greetings: In view of Covid-19 preventive measures, you are encouraged to greet each other without contact e.g. offer a smile, a nod, a slight bow or a cheerful wave. Make an effort to learn greetings and common phrases in the language of the people group that you are reaching out to.
 - c. Availability of staff-on-site: If you are serving at a Ministry Centre, it is likely that you will be accompanied by a staff or volunteer from that organisation. Always seek help and clarify when needed.

5. MANAGING EXPECTATIONS AND CROSS-CULTURAL AWARENESS

Anticipating and learning to understand cultural differences takes time and may initially be uncomfortable. Remember, 'different' doesn't mean 'wrong'. A culturally aware person is someone who is:

- *Patient and humble* - be a learner, ask questions, don't make assumptions.
- *Respectful and sensitive* - be mindful of and respect religious practices, cultural norms, mindsets, worldviews and organisational culture that may differ from your own.
- *Observant and teachable* - take time and effort to observe and learn from others.
- *Flexible* - plans and situations may change at the last minute and may not go according to expectations, be willing to adapt.
- *Wise and peace-seeking* - pray for wisdom in all situations and make every effort to keep the bond of peace. Let us represent Christ well and honour one another.

6. REGROUP & REPORT

Regroup and share observations, encouragements, challenges, concerns and discuss on how to improve future sessions. End in prayer.

7. SHARE YOUR STORIES

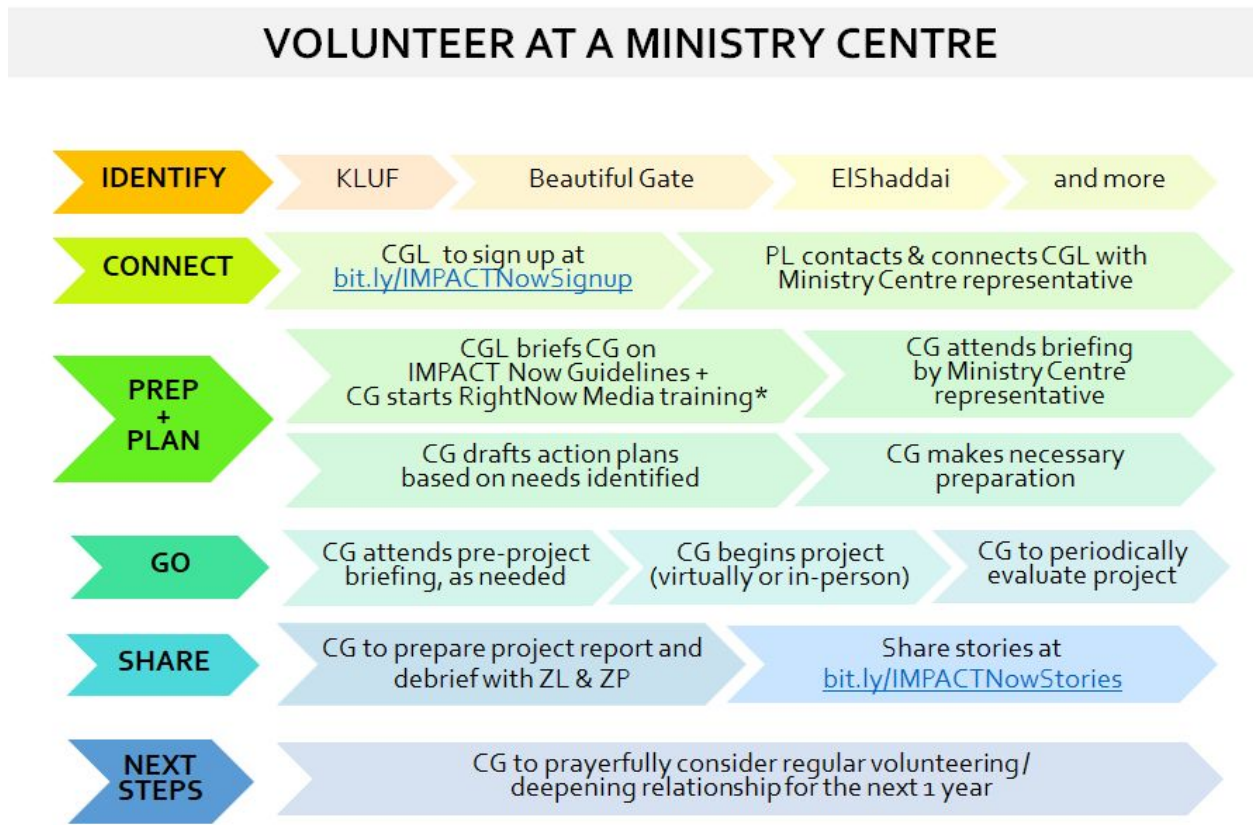
We believe adopting a refugee family will be a meaningful, eye-opening and impactful journey for your CG and the people you serve. Kindly prepare and share your:

- **Project Report** with your Zone Leader and Zone Pastor.
- **Stories** at bit.ly/IMPACTNowStories

B. VOLUNTEER AT A MINISTRY CENTRE

1. OBJECTIVE

To partner and serve with an existing ministry reaching out to the poor and needy in the Klang Valley.



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* Helping Without Hurting: <https://www.rightnowmedia.org/Content/Series/1223>

2. DEFINITION OF A MINISTRY CENTRE

A *Ministry Centre* refers to a local, established, like-minded organisation here in the Klang Valley that reaches out to the poor and needy. Established connections include Kuala Lumpur Urban Fellowship (KLUF), Malaysian CARE (MCARE), EISHaddai Centre, Beautiful Gate and Community Transformation Initiative (CTI). In this section, brief opportunities

available at each of these centres (at the time of writing) are shown in the respective diagrams. Your CG is welcomed to explore serving with other existing Ministry Centres.

3. PREPARING TO GO

- a. CGs decided to serve at a Ministry Centre is highly encouraged to complete this online group video study:

Helping Without Hurting: <https://www.rightnowmedia.org/Content/Series/1223>

- b. CGs are to prayerfully identify a Ministry Centre to serve in. Do consider your CG's demographics and dynamics and the centre's needs.
- c. Once your CG has signed up, the Project Lead will contact you and connect you with the respective Ministry Centre representative.
- d. CGs are required to go through the IMPACT Now guidelines and drafts action plans according to the needs identified.
- e. Your CG will receive a briefing from a Ministry Centre's representative when you begin your project.

4. LANGUAGE CONSTRAINTS

Your CG may encounter individuals of different nationalities or ethnicities when serving at a Ministry Centre. Hence you may face language barriers when interacting with them. Please refer to the 'Language Constraints' section on pg 12-13 for guidance

5. MANAGING EXPECTATIONS AND CROSS-CULTURAL AWARENESS

Anticipating and learning to understand cultural differences takes time and may initially be uncomfortable. Please refer to the 'Managing Expectations & Cross-Cultural Awareness' section on pg 13 for guidance.

6. MINISTRY CENTRE OPPORTUNITIES

The information provided in this section is true at the time of writing and subject to change.

a. Kuala Lumpur Urban Fellowship (KLUF)

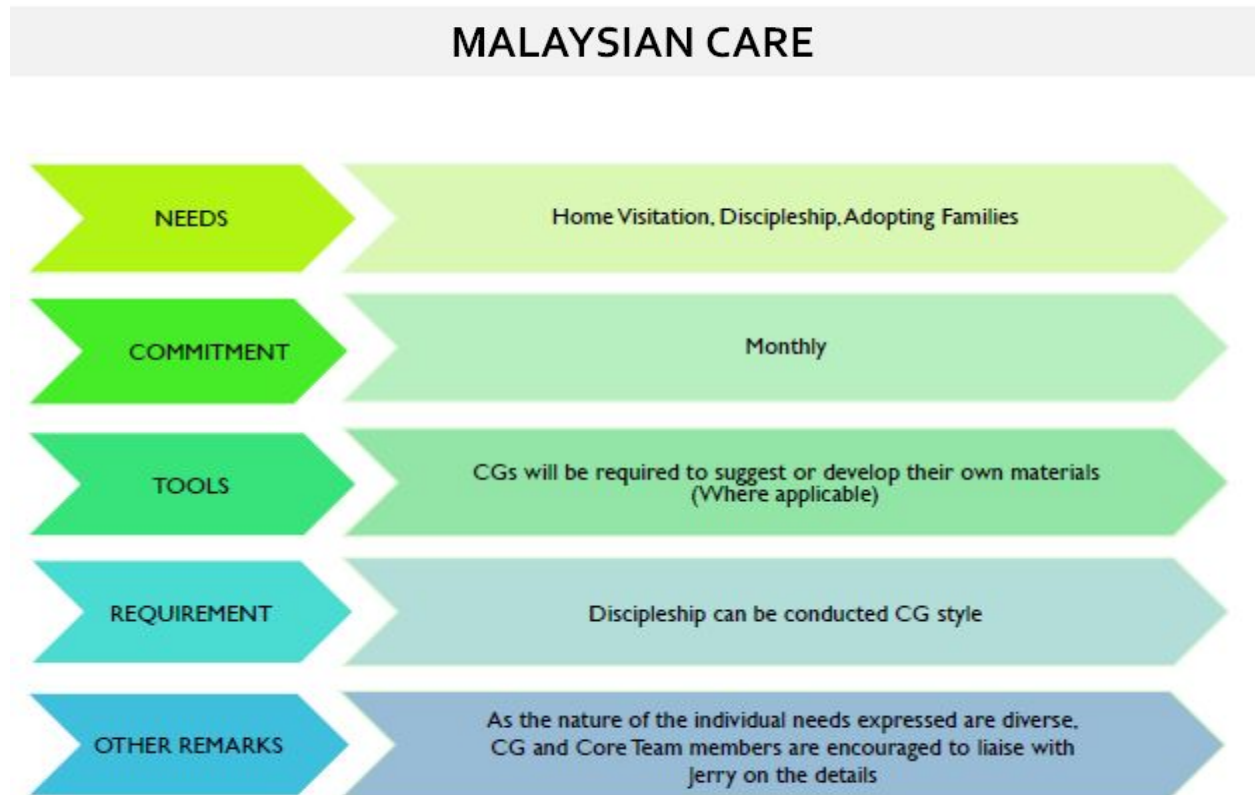
[KLUF](#) is a ministry under the Social Concerns and Community Development (SCCD) that serves the homeless, hungry and needy in the heart of Kuala Lumpur.



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b. Malaysian CARE (MCARE)

[Malaysian CARE](#) is a non-profit Christian NGO committed to serving the poor and needy regardless of ethnicity or religion. Opportunities to serve will be based at their centre in Setapak.



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c. ElShaddai Centre

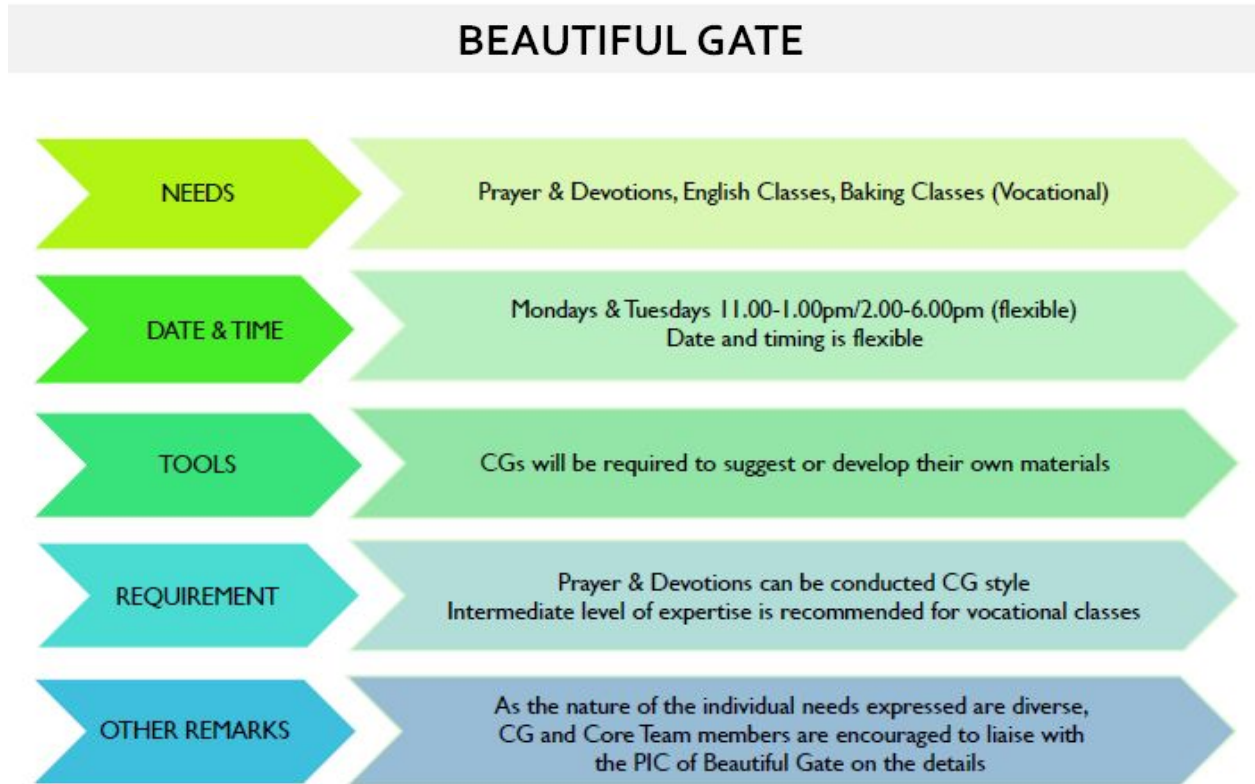
[Elshaddai Centre](#) is a UNHCR partner in supporting refugee and migrant communities in education, healthcare and aid.

ELSHADDAI CENTRE	
ACTIVITY	Online English lessons for the Rohingya community (Zoom)
DATE & TIME	Mondays & Wednesdays 8.00-8.40pm/9.00-9.40pm Date and timing is flexible based on the availability of the tutor
SYLLABUS	Firm Foundations (Tutors will be guided through briefing and basic training)
REQUIREMENT	1. Good command of English, with the ability to comprehend the syllabus material 2. Access to stable internet connection and a Zoom account
OTHER REMARKS	Tutors are needed for over 10 groups Each group consists of 3-4 individuals (18-35 years old) Classes are held twice a week

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d. Beautiful Gate

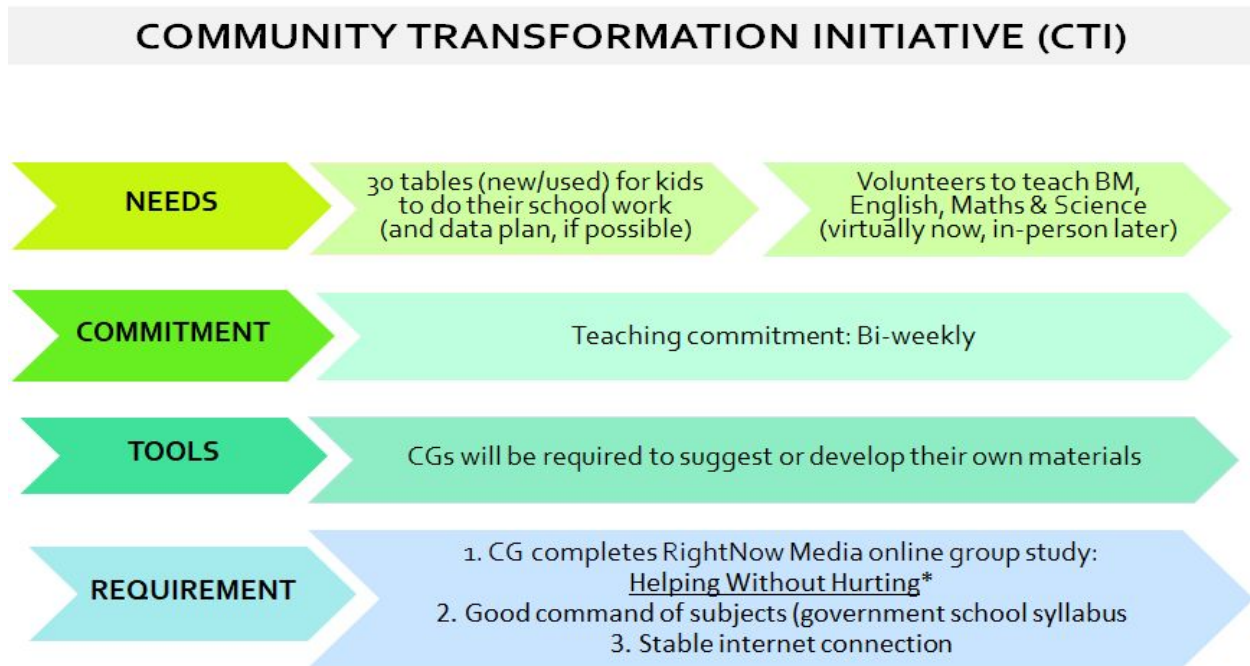
[Beautiful Gate](#) is a Christian organisation located in PJ SS2. It's established to serve and enrich the lives of the differently-abled in the community.



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e. Community Transformation Initiative (CTI)

[CTI](#) is a non-profit organisation working among the urban poor in Kota Damansara.



Project Lead (PL): Jerry Teo
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7. REGROUP & REPORT

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8. SHARE YOUR STORIES

We believe volunteering with a Ministry Centre will be a meaningful, eye-opening and impactful journey for your CG and the people you serve. Kindly prepare and share your:

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