



Eliot Church Day Center

273 Summer St.

Lowell, MA 01852

Day Center News

June 15, 2022

The days are heating up, and so is the level of activity around the Day Center. More new faces appear every week, each at a unique place in their life.

The team is working well together to care for our guests. They help each other with the tasks at hand. They help our guests get fed, clothed, cleaned or their hygiene improved in different ways. Each member of the Day Center staff is able and spends time with our guests — some good-quality fellowship to raise people's comfort, trust and level of engagement. This is the good side of our world.

There is another side to this mission. A side requiring a lot more effort. Often, every day sometimes, a guest is having a bad day, or is overly intoxicated, or is fighting with someone else — or simply doesn't have the facilities to manage themselves very well. These times we must bring all efforts to keep things safe and calm for the environment and people here. The level of stress can rise to some discomfort.

We attend to these situations collectively. At least two people are recommended to address all guest upsets/incidents. This approach provides reliable witness to the events and can allow a guest to have a choice of who to talk to. After all, no one has the chemistry to be the right mediator in every situation.

On occasion, such an incident results in a 911 call. Often the individual will be taken by ambulance to the hospital — sometimes only to show up on the streets an hour later. Sometimes the person goes into detox and starts a new road to recovery.

Dealing with yelling and angry behavior is only occasional. But it is painful every time it happens. We repeat the sentiment/statement:

THIS IS A PLACE OF PEACE.
YOU WILL KEEP IT PEACEFUL OR YOU WILL LEAVE.

To date, this results with mostly favorable outcomes. It is interesting — the look on the face of someone as they realize they, themselves, are being unruly or out of control — when they realize they are not behaving peacefully

We are seeing many more people these days. The issues and people we serve are growing. The staff, in professional ability, experience and training, is growing too.

We pray for the pace of each to stay in sync.