

ShedWest Welfare Protocol

Preamble

ShedWest welfare is based upon working together within a framework of the values of justice, respect and compassion for the benefit of members.

Justice

- **Do no harm:** by your attitude; by your words; by your actions.
- **Take no agenda:** let the person you are visiting determine the topics of conversation and interests. It may be that what you are doing is the topic of interest for the other person and then that should not be avoided.
- **Do not advise:** Offer suggestions if appropriate - "have you considered?" But the decision must belong to the other person.
- **Notes:** Shortly after your visit reflect on it and write a brief commentary of the visit. What was said by each of you? Consider how you could have improved the visit. ***These notes are for your personal use and not for sharing with others but will help you improve as a visitor and also provide a memory refresher before your next visit with that person.***

Respect

- **Relationship:** The first step in the relationship is to make a friend. The second step is to be a friend through visitation. It is an intentional friendship for the benefit of the other person. You are in the relationship for the long haul.
- **Feelings:** Do not be afraid to allow feelings to surface if this should happen. Men tend to suppress feelings but may share more freely with a stranger.
- **Needs:** People often won't ask for help. During your visit be sensitive to possible needs that the "Shed" or you may be able to satisfy. It may take a bit of subtle diplomacy to get to the subject.
- **Presence:** Sometimes a visit may be silent, particularly with the very ill or grieving and just having you present is beneficial to the other person. A silent visit doesn't signify a poor visit outcome.
- **Confidentiality:** ***Keep the confidence. Anything personal or private that gets talked about during a visit should not be divulged to others without permission.***

Compassion

- **Active listening:** The person you are visiting is the most important person there at that time. Listen to what they say. Make sure you have understood them by confirming it with them. Be careful not to parrot them.
- **Stories:** Hear the stories of their life. Memories are important because it is our history that makes us who we are.

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Summary

TLQR

- **T**une in to the person you are visiting or talking with.
- **L**isten to what they are saying.
- **Q**uestion or query if appropriate to get the true meaning or what they are saying.
- **R**eview as the visit progresses to assess if you are making progress.