



Community Work Within Philadelphia

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Academic Preceptor: *Annette Gadegbeku, MD, Drexel University College of Medicine*

Community Preceptor: *Geremi James, MSW, LSW, Broad Street Ministry*

COMMUNITY PARTNER



**Broad Street
Ministry**

Community Partner: Broad Street Ministry

Location: 315 South Broad Street, Philadelphia PA 19107

Population served: Individuals experiencing homelessness

Mission: “ We transform our city, our institutions, and ourselves when we embrace the individual needs of our most vulnerable sisters and brothers.”

Website: <https://www.broadstreetministry.org>

PROJECT

This summer I worked as a concierge intern, while also participating with the mail room, and clothing closet. I also conducted research on de-escalation tactics and the best strategies for use and added the information to a PowerPoint.

PROJECT RESULTS

De-Escalation 101



De-escalation is multiple strategies used by staff when guests become verbally escalated or are experiencing a mental health crisis. The goal is to increase the guest's sense of safety and connection with the understanding that **everyone wants to feel safe, and everyone wants to feel heard.**

This is Slide 15 from a de-escalation PowerPoint. In this presentation, Geremi discussed De-Escalation and best approaches that can be used, and I provided research to bolster and support the strategies mentioned.

REFLECTION

Individual Reflection:

A memorable experience for me was when a guest came up to me and asked if she could share her excitement about receiving her new ID. I remember being hesitant about what she was going to ask me but once I realized what she was saying I shared in her enjoyment with her, expressing how great that was and how proud I was of her, especially considering how long it takes an ID card to be processed and sent in the mail. It stuck with me that day because it made me realize how much I take for granted and implored me to do better in the aspect of appreciating, truly appreciating what I have.