



iCare Volunteer Training
Fall, 2011

Training Manual

Fall 2011

Introduction to iCare Net Ministry

“Praise be to the God and Father of our Lord Jesus Christ, the Father of compassion and the God of all comfort, who comforts us in all our troubles, so that we can comfort those in any trouble with the comfort we ourselves have received from God.” 2 Corinthians 1:3-4

iCare Net Summary

The *iCare Net* Ministry is an invitation for WHPC members to live into our church value of courageously caring for one another. The *iCare Net* is comprised of a pool of *iCare* Volunteers who serve congregational needs in conjunction with twelve *iCare* Coordinators. Spreading these needs over a large number of trained volunteers allows us to provide extraordinary care to our faith family.

iCare Net Participants

- iCare Coordinators
- iCare Volunteers
- Congregational Office Staff
- Lay Ministers
- Deacons
- Pastors
- The unseen presence, action and mystery of love that is the Holy Spirit

iCare Net: “Courageously Caring Together”

A key value at WHPC is that we seek to be a courageously caring congregation. The *iCare Net* ministry is our primary system of providing care to one another. It is courageous because providing care to another person, especially an unknown fellow church member, challenges our “cocooning” tendencies as a suburban culture. It takes courage to reach out of one’s comfort zone and

move into the world with a mission of care. But, thankfully you are not alone. We are inspired with courage as we serve together.

iCare Net Contact Information

Congregational Care Office Staff

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2011 Deacon Team Leaders

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iCare Coordinator Step Overview

Step 1: Receive an invitation to be assigned a Care Situation & Respond as you are led.

This will normally occur by phone and email. Prayerfully discern and listen how you are being called to respond.

Step 2: Contact the Care Receiver to obtain information & Assess Needs.

This will normally require calling the care receiver, using the “care assessment” form provided in this packet.

Step 3: Create the Care Calendar.

Use www.carecalendar.org to set up an individual calendar stating the needs of the Care Receiver that will be sent out to *iCare* Volunteers.

Step 4:

Create *iCare* Opportunity Email and send it to *iCare* Volunteers.

Email the *iCare* Opportunity to the *iCare* Volunteers using the email template provided in this packet.

Step 5:

Manage care opportunity following up with *iCare* Volunteers, care recipient and calendar to ensure continuity of care.

Stay in touch with the care receiver to confirm that *iCare* Volunteers are following through with their commitments to care. Monitor the care calendar to ensure that the needs are being signed up for.

iCare Coordinator Role Overview

iCare Coordinators are individuals who have a strong calling from God to care for others. They play a vital role in the *iCare* Net Ministry. The *iCare* Coordinator will possess a capacity and willingness to effectively manage individual care situations which arise amongst our members and frequent visitors, by coordinating the provision of care through the *iCare* Volunteers and Care Calendar. A team of twelve *iCare* Coordinators, each serving a one year term, will be assigned a care need situation of an individual or a family who has a need of assistance during a time of illness or life changing event, such as the birth of a baby or death of a family member. It is anticipated that each *iCare* Coordinator will handle only one care situation at a time, from beginning to end.

Step 1: Receive an invitation to be assigned a Care Situation & Respond as you are led.

Upon learning of a care situation that requires the engagement of the *iCare* Net Ministry, Peter Haas will extend an invitation to an *iCare* Coordinator who, in his opinion, would best serve the particular care receiver. Factors taken into consideration in making this decision will include geographic location, on-going assignments, etc. These conversations will generally occur by telephone to increase our ability to respond quickly to each particular situation.

Please prayerfully discern if you feel able to take on the particular care situation and respond back to Peter Haas as soon as possible.

**Step 2: Contact the
Care Receiver to obtain in-
formation & Assess Needs.**

Once the assignment has been accepted, the *iCare* Coordinator contacts the Care Recipient or close family member to assess their needs and determine how *iCare* volunteers can best respond. An assessment of needs includes:

- a. An expression of care and concern.
- b. Finding out firsthand what has happened.
- c. Determining what action is already underway to help with the situation.
- d. Finding out if a hospital stay is expected or when the person will be coming home.
- e. If appropriate, asking if family lives here or will be coming.
- f. Determining which of the needs that an *iCare* Volunteer can provide apply to this situation.
- g. Authorization to publish the *iCare* Concern in the weekly “Congregational Care” e-mail. (Note: In some situations, the church may be called on to provide prayer and cards only, no food or other support.)
- h. If applicable, based on needs, obtaining approval from the *iCare* recipient or close family member to set up a Care Calendar. Explain that this is a web based system to organize meals and other help for families during a time of illness or life changing event. A calendar will be set up that will only be accessible by a logon ID code and an additional security code. These codes will only be provided to WHPC trained volunteers and anyone else the family designates. This ensures privacy and access to the calendar is limited to only those who want to volunteer to help. Explain that their name, address, email address, and phone number will appear on the calendar, as well as a brief description of their need.
- i. Meal Planning for the Care Calendar: Determine how many people will be eating the meals delivered. Ask if there are any dietary restrictions or food sensitivities for any of the family members. Ask if there are any favorite foods or specific dislikes. All of these considerations can be posted on the calendar.
- j. Determine how many meals a week the recipient will need. (A suggested amount is two to three meals a week for 4 weeks. Additional meals can be delivered if the *iCare* Coordinator determines a need). Plan with the recipient which days of the week they would like meals delivered.
- k. Determine an approximate time the recipient would like the meals delivered.

- l. Determine how the recipient would like the meals delivered. Will the person delivering the meal be able to bring it into the home? If not, explain that we can place a cooler outside their door for the meal deliveries. In that case, would the recipient like to receive a phone call that the meal has been delivered?
- m. Determine if there are other needs (errands or household support) that can be met by posting them on the Care Calendar. These may include:
 - ii. Grocery shop (limited to once a week for two weeks)
 - iii. Walk dogs and pet care support in emergencies
 - iv. Water plants and gardening care for non-ambulatory or those in hospital (limited to once a week for two weeks). Will appropriate equipment be supplied?
 - v. Drive to and from hospital and doctor's appointments
 - vi. Drive to and from physical therapy
 - vii. Drive to and from church for worship services.
 - viii. Visits, either in the hospital or at home. When would they prefer a visit?
- n. Determine whether there are any other affiliated groups that are identified by the recipient that might want to be included in the ability to offer assistance. This could be a group within the church that the recipient or family member belongs to (such as a Sunday School class, Bible Study group, Renewal group or other small group) or a group outside the church (such as the workplace or other organization). Determine a "point person" from each group identified that the *iCare* Coordinator can contact to supply information about the needs to be met and Care Calendar information (including the logon ID code and security code). Determine with the "point person" of the other group whether any plans have already been made by any of the group members or whether a Care Calendar has already been set up by the other group. If a Care Calendar has already been made by the other group, ask if our *iCare* volunteers can have access to their calendar and offer assistance on their calendar.
- o. The Care Calendar can send a daily email alert to the recipient to inform them about the status of upcoming meals and needs. Would the recipient like to receive this email reminder or would they rather be informed by the *iCare* Coordinator? If they would prefer contact from the *iCare* Coordinator regarding upcoming meals and needs, would they like to be informed by phone or email? How often?
- p. Close with a prayer lifting the Care Receiver to God's care for comfort and healing (or praise for the birth of a baby), in addition to praise to God for the opportunity to serve the person in need.
- q. Although the *iCare* Net Ministry seeks to help people in their time of need, there are requests that may be made which are outside the boundaries which we will not be able to perform. These include: Raising money or providing funding for care, administering medicine, any service where the church or the individual providing care would have excessive liability, long term care and/or overnight or extended visitation.

iCare Coordinator Care Assessment Form

COORDINATOR

- Name: _____
- Email: _____
- Phone: _____

RECIPIENT

- Name: _____
- Street: _____
- City, State, Zip: _____
- Email: _____
- Phone: _____

CARE DATES

- Start date: ___/___/_____
- Estimated End date: ___/___/_____

NEEDS

Determine the type of help that is needed and provide general details about those needs.
Use the following as a guide:

Errand

Housework

Type of housework needed :

Chemical sensitivities :

Cleaning supplies and equipment provided : Yes/No

Meal

Usual meal time :
Number of people eating :
Food sensitivities :
Diet restrictions :
Favorite Foods :
Specific Dislikes :
Microwave available? : Yes/No
Freezer space available? : Yes/No

Ride

Date Needed _____ Time _____ To/From _____
Date Needed _____ Time _____ To/From _____

Date Needed _____ Time _____ To/From _____
Date Needed _____ Time _____ To/From _____
Date Needed _____ Time _____ To/From _____

Visit

Visiting hours :

Yardwork

Mow Lawn:

Water Plants: M T W TH F S

Equipment provided? : Yes/No

Details of work requested: _____

Step 3: Create the Care Calendar.

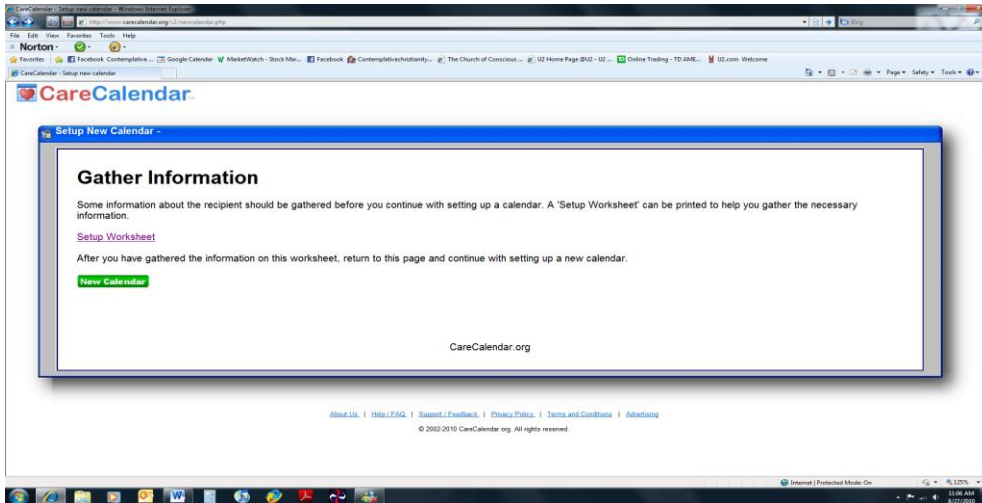
Once an assessment of the Care Receiver's needs has been made, the iCare Coordinator will set up their Care Calendar, as follows:

iCare Coordinator Care Calendar Information

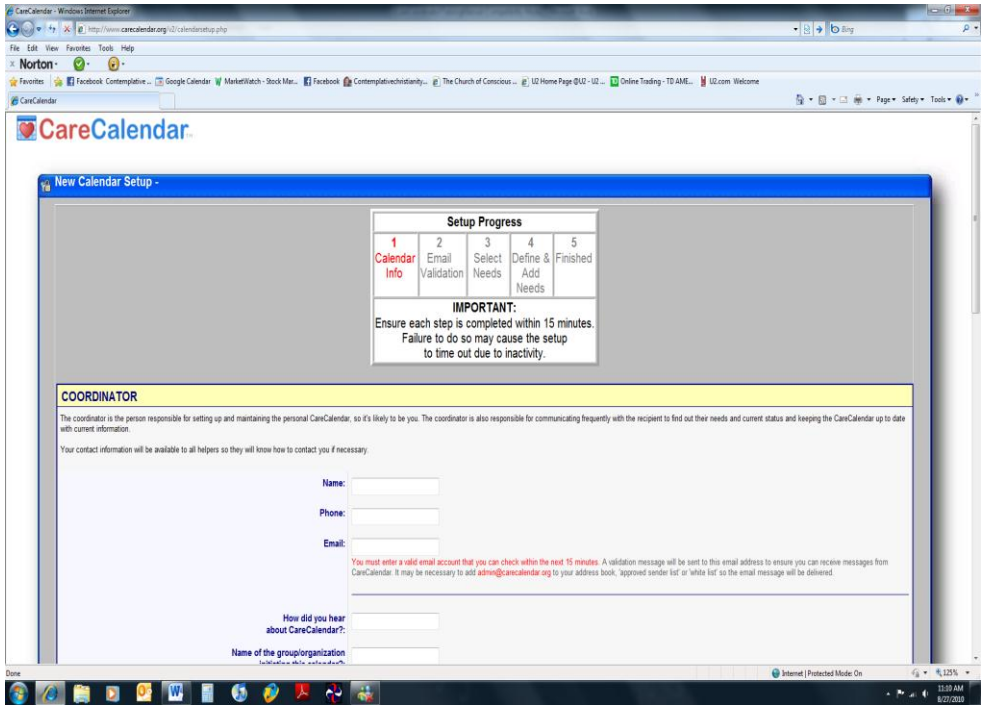
1. Go to <http://www.carecalendar.org>
 - a. This will bring up the Care Calendar website that will show 3 gold boxes. Click on the left box that says "Create a new personal Care Calendar."



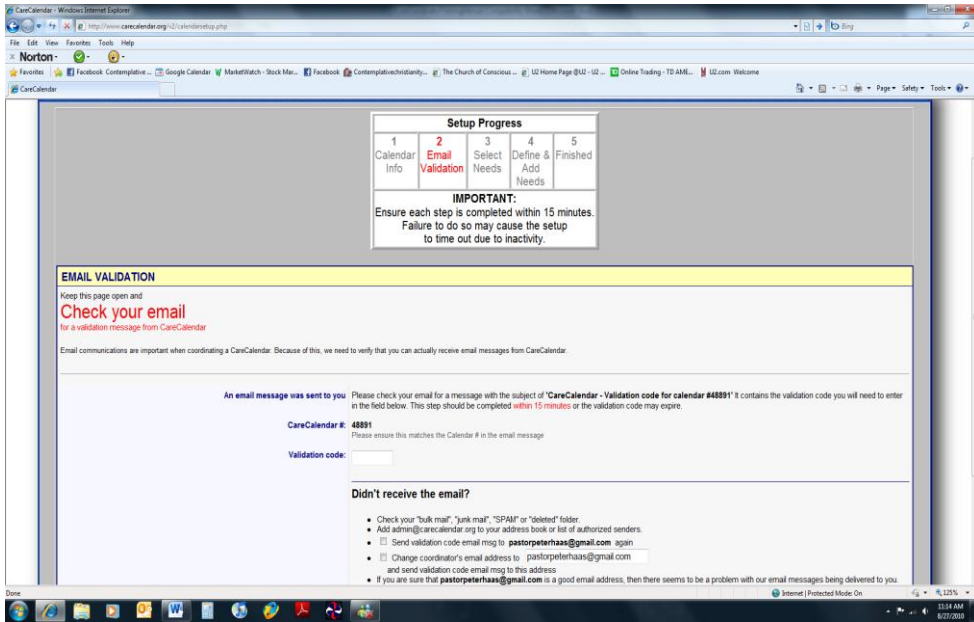
- b. Click on the "New Calendar" hotlink.



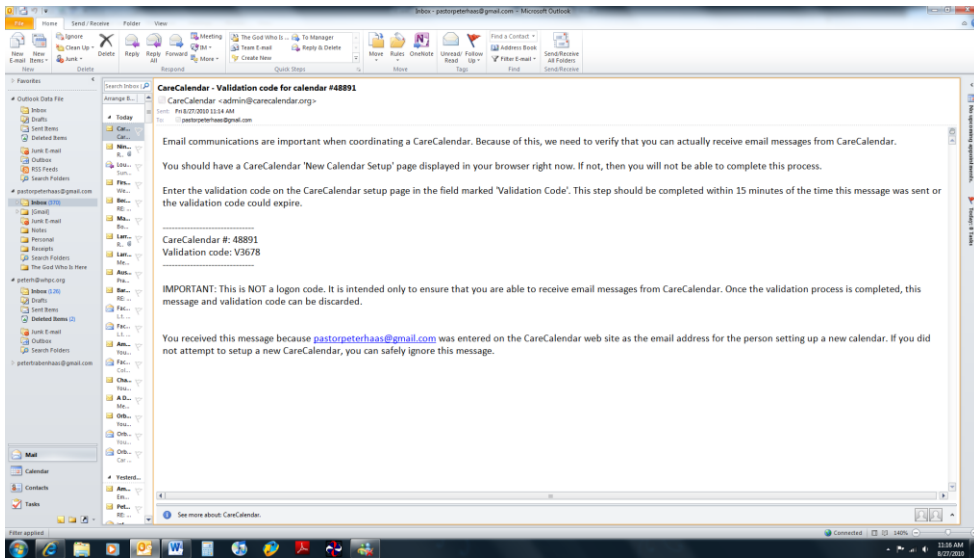
c. Complete the information for the calendar set up.



d. Check your email for the validation code.

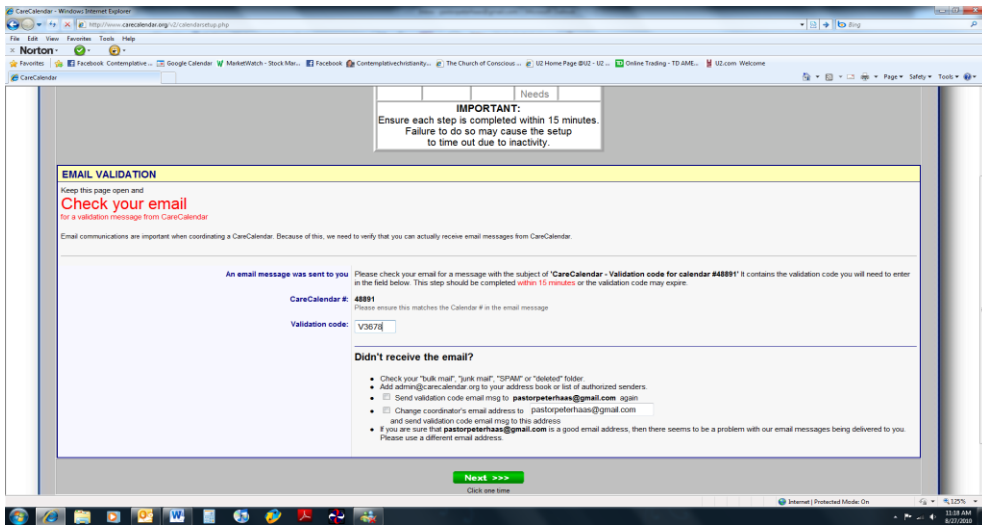


e. Here is an example of the email:

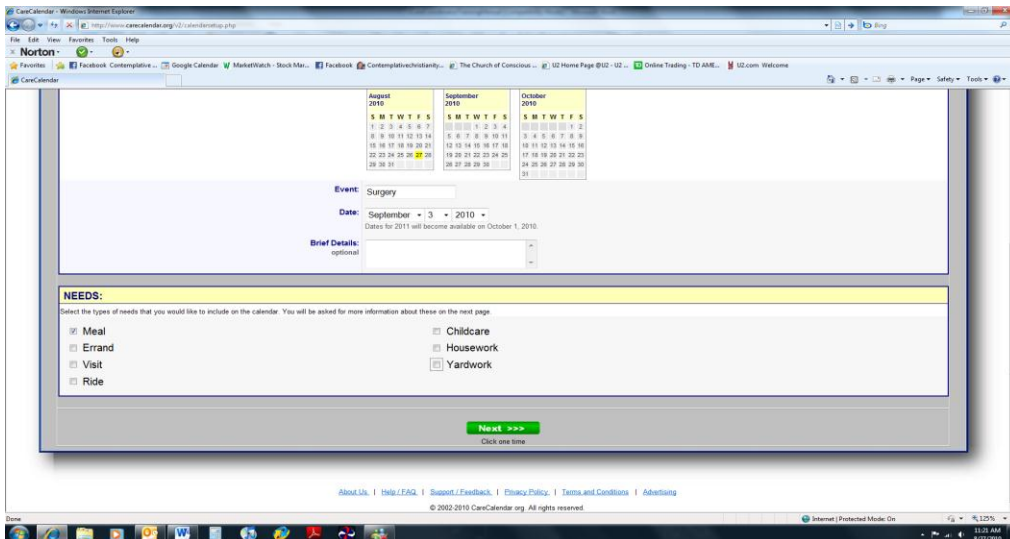


IMPORTANT: This is NOT a logon code. It is intended only to ensure that you are able to receive email messages from Care Calendar. Once the validation process is completed, this message and validation code can be discarded.

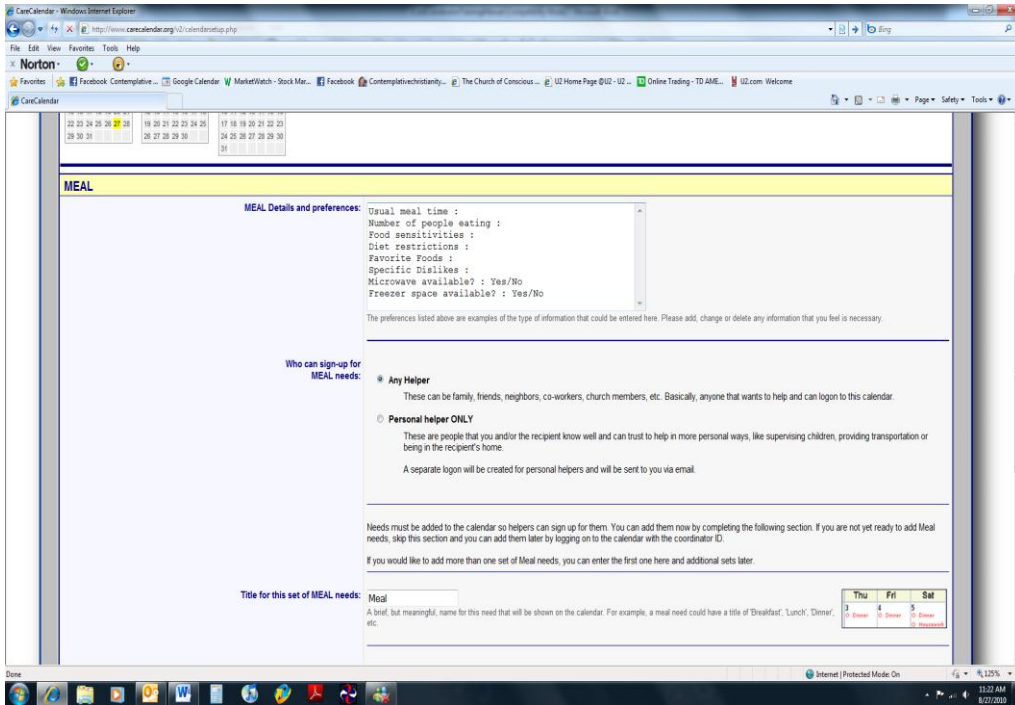
f. Insert the validation code and click next.



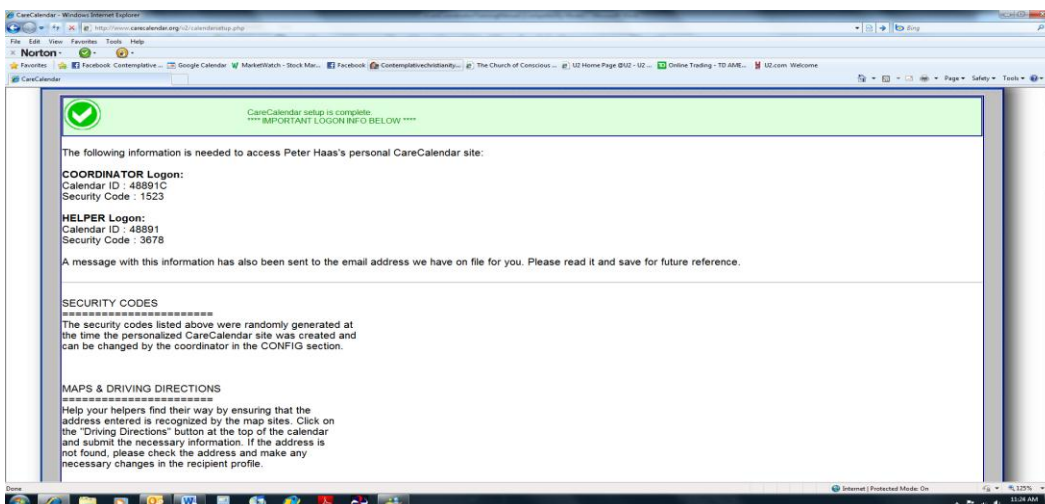
g. Create the calendar by selecting the dates of care and clicking the boxes of care needed, then click next.



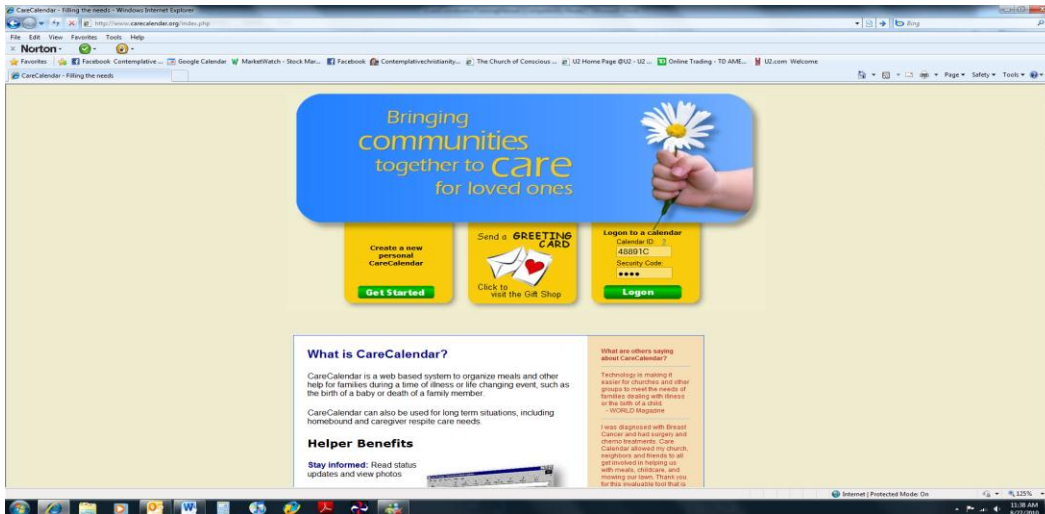
h. Define the meal request, then click next.



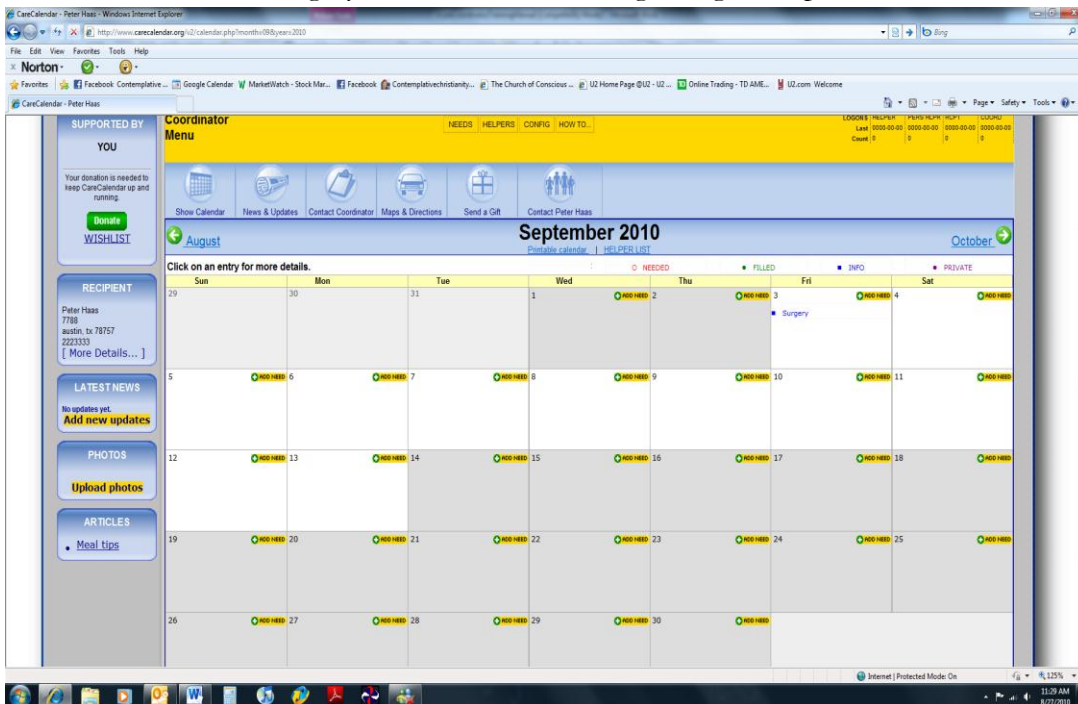
- i. Save or print your coordinator logon information as well as the volunteer (helper) logon information. You will include this information in your email to the iCare Volunteers. Scroll down the page and click next.



- j. Log on to the calendar. Insert Your Coordinator security code number.



- k. Click on the month that you set up the care to begin, in this case September and notice that the “surgery” hot link is in blue beginning on Sept. 3.



Once the Care Calendar has been set up it is important that the care receiver be contacted with information on how to access their calendar, including the logon and password. Depending on the situation you may want them to review the information before sending out an iCare Email Opportunity to the iCare Volunteers.

Step 4:

Create iCare Opportunity Email and send it to iCare Volunteers.

Once the Care Receiver's Care Calendar has been set up, an iCare Opportunity Email must be created and sent out to the iCare Volunteers and any contact person of affiliated group(s) that have been designated by the Care Receiver. This is the primary way you will notify the trained pool of iCare Volunteers that there is an opportunity in our church family to provide care. Your timely creation and sending of this email ensures that the care need will be met in an appropriate way by the iCare Net ministry.

The following are examples of the types of iCare Opportunity Emails that can be sent:

iCare Opportunity Email – Example I

iCare Opportunity
Date: July 16, 2010

Care Receiver: Peter Haas
Area: Mo-Pac and Anderson lane
Need: Meals

Care Summary: Peter is suffering from severe excitement and has been ordered by doctors to calm down. Due to his state of over joy due to the tremendous response of the iCare Volunteers, Peter will not be able to work or drive for two weeks, and has requested help with meals.

Care Need Timeframe: July 16 – 30, 2010

Food allergies: None.

Care Calendar Link: www.CareCalendar.com
Password: ##### ***Security Code:*** #####

iCare Coordinator: Mary Christian, marychristian@emai.com. ***Cell:*** 512-111-7777.

Special requests: Please call before bringing food.

iCare Opportunity Email – Example II

iCare Opportunity

Date: October 20, 2010

Care Receiver: Christian Christianson

Area: Lost Creek

Need: Meals, errands, encouragement

Care Summary: Christian was recently diagnosed with cancer and has been undergoing chemotherapy. She is unable to work or drive. She lives alone. She is requesting help with meals, errands and general companionship. She is recently divorced and has no other family in the area.

Care Need Timeframe: Beginning October 20

Food allergies: Gluten free. <http://allrecipes.com/recipes/healthy-cooking/gluten-free/Main.aspx>

Care Calendar Link:

<http://www.carecalendar.org/v2/calendar.php?PHPSESSID=bf8f1cdaeb8b50f36b270d713b02e7e5>

Password: 46409 **Security Code:** 5612

iCare Coordinator: Paul Apostleoni, pauly@email.com. Cell: 512-111-1616.

iCare Opportunity Email – Example III

iCare Opportunity – URGENT NEED

Date: January 1, 2011

Care Receiver: Lucy Loo

Area: Bee Caves area

Need: Food for funeral reception

Care Summary: Lucy passed away December 27. The funeral service will occur at WHPC on January 2 at 1p.m. The family has requested help with food for the reception following the service. 10 meat trays. 5 cheese trays. 5 fruit trays are requested. A tray is “family size.”

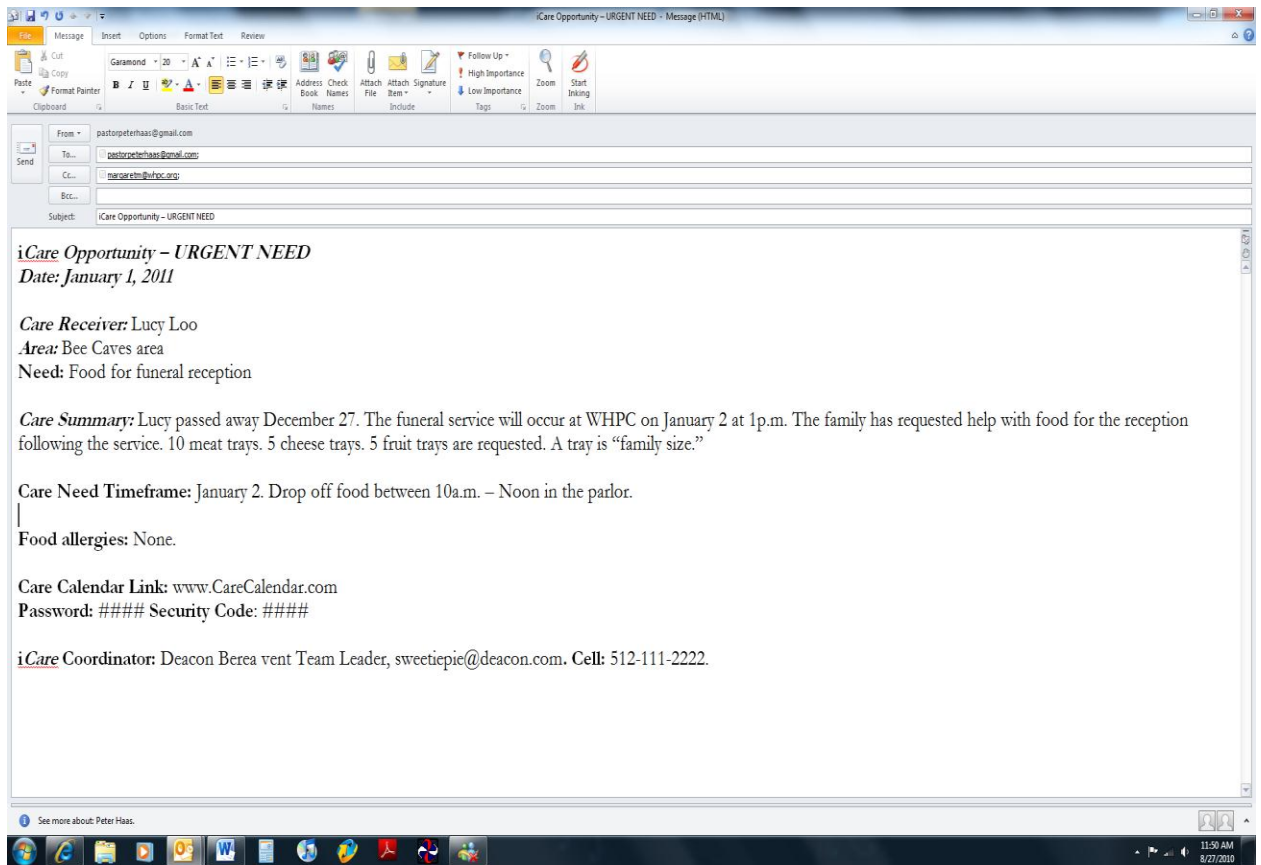
Care Need Timeframe: January 2. Drop off food between 10a.m. – Noon in the parlor.

Food allergies: None.

Care Calendar Link: www.CareCalendar.com

Password: ##### **Security Code:** #####

iCare Coordinator: Deacon Berea vent Team Leader, sweetiepie@deacon.com. **Cell:** 512-111-2222.



Step 5:

Manage care opportunity following up with *iCare* Volunteers, care recipient and calendar to ensure continuity of care.

An important aspect of the *iCare* Coordinator's job is the ability to follow up to make sure that volunteers are accessing the Care Calendar and signing up to perform the requested tasks. This should be done as frequently as necessary to ensure that care that is needed is provided.

It is equally important to follow up with the Care Receiver after the initial contact to check on them, re-evaluate their needs, and to ensure that care is not over or under extended. It is recommended that you check in with the Care Receiver weekly to re-evaluate their needs. In addition, the *iCare* Volunteers have been trained to contact the *iCare* Coordinator in the event they become aware of any additional information concerning the Care Receiver. This may also precipitate a call to the person receiving care.

Other suggested connections to the Care Receiver during the care situation include:

- a. Make phone calls to the *iCare* recipient and/or family.
- b. Send greeting cards (e.g. Get well, Congratulations for births, Thinking of You in difficult circumstances, Sympathy for bereavement).
- c. Deliver sanctuary flowers, as directed by the Deacon Team Leader.
- d. Visit the Care Receiver, either in the hospital or at home.

The *iCare* Coordinator will be the manager of the assigned care situation until no further care is needed.

Services required that are beyond the scope of the *iCare* Net Ministry:

Some, more serious or longer term, care situations may arise that are beyond the scope of the *iCare* Net Ministry. If the *iCare* Coordinator feels that the Care Receiver might be better suited for additional resources, beyond what the church can provide, he or she should contact Peter Haas to discuss the Care Receiver's needs. Peter, with possible input from other pastors, will address those needs and the other appropriate resources that could be recommended. This is not a decision that

the *iCare* Coordinator makes alone. It is made with input from the pastors. The *iCare* Coordinator will be provided with a list of these additional resources.

In the Event of the Death of the Care Receiver:

If the Care Receiver passes away during the care situation, contact Peter and Margaret immediately to make sure that the church is aware of the death. Then the bereavement team will be notified (by either Peter or Margaret) and the bereavement team will handle the arrangements for the Memorial service, including food for a reception following the service. The WHPC bereavement team may contact you if they need any information about the Care Receiver's affiliated groups and the contact person for that group. They may be asked to furnish food for the reception following the service.

The *iCare* Coordinators' responsibility will be to access the Care Calendar and notify all volunteers who were signed up for future needs that their service will no longer be needed.

How to Listen with Empathy

Empathy is the ability to project oneself into the personality of another person in order to better understand that person's emotions or feelings. Through empathic listening the listener lets the speaker know, "***I wish to better understand your problem and hear how you feel about it, I am interested in what you are saying and I am not judging you.***" The listener unmistakably conveys this message through words and non-verbal behaviors, including body language. In so doing, the listener encourages the speaker to fully express herself or himself free of interruption, criticism or being told what to do. It is neither advisable nor necessary for a mediator to agree with the speaker, even when asked to do so. It is usually sufficient to let the speaker know, "***I wish to understand you and I am interested in being a resource to you.***" Empathic listening means a:

1. Willingness to let the other parties dominate the discussion
2. Attentiveness to what is being said
3. Taking care not to interrupt
4. Using open-ended questions
5. Being sensitive to the emotions being expressed
6. Reflecting back to the other party the substance and feelings being expressed

The power of empathic listening in volatile or difficult settings will allow you to:

1. Acknowledge the speaker
2. Tell the speaker, "You are important" and "I am not judging you"
3. Gain the speaker's cooperation
4. Reduce stress and tension
5. Gain trust
6. Elicit openness
7. Gain a sharing of ideas and thoughts
8. Obtain more valid information about the speakers and the subject.

To obtain these results, a skilled listener:

1. Takes information from others while remaining non-judgmental and empathic
2. Acknowledges the speaker in a way that invites the communication to continue, and
3. Provides a limited but encouraging response, carrying the speaker's idea one step forward.

The Seven Stages of Grief

1. SHOCK & DENIAL

You will probably react to learning of the loss with numbed disbelief. You may deny the reality of the loss at some level, in order to avoid the pain. Shock provides emotional protection from being overwhelmed all at once. This may last for weeks.

2. PAIN & GUILT

As the shock wears off, it is replaced with the suffering of unbelievable pain. Although excruciating and almost unbearable, it is important that you experience the pain fully, and not hide it, avoid it or escape from it with alcohol or drugs. You may have guilty feelings or remorse over things you did or didn't do with your loved one. Life feels chaotic and scary during this phase.

3. ANGER & BARGAINING

Frustration gives way to anger, and you may lash out and lay unwarranted blame for the death on someone else. Please try to control this, as permanent damage to your relationships may result. This is a time for the release of bottled up emotion. You may rail against fate, questioning "Why me?" You may also try to bargain in vain with the powers that be for a way out of your despair ("I will never drink again if you just bring him back").

4. "DEPRESSION", REFLECTION, LONELINESS

Just when your friends may think you should be getting on with your life, a long period of sad reflection will likely overtake you. This is a normal stage of grief, so do not be "talked out of it" by well-meaning outsiders. Encouragement from others is not helpful to you during this stage of grieving. During this time, you finally realize the true magnitude of your loss, and it depresses you. You may isolate yourself on purpose, reflect on things you did with your lost one, and focus on memories of the past. You may sense feelings of emptiness or despair.

5. THE UPWARD TURN

As you start to adjust to life without your dear one, your life becomes a little calmer and more organized. Your physical symptoms lessen, and your "depression" begins to lift slightly.

6. RECONSTRUCTION & WORKING THROUGH

As you become more functional, your mind starts working again, and you will find yourself seeking realistic solutions to problems posed by life without your loved one. You will start to work on practical and financial problems and reconstructing yourself and your life without him or her.

7. ACCEPTANCE & HOPE

During this, the last of the seven stages in this grief model, you learn to accept and deal with the reality of your situation. Acceptance does not necessarily mean instant happiness. Given the pain and turmoil you have experienced, you can never return to the carefree, untroubled YOU that existed before this tragedy. But you will find a way forward. You will start to look forward and actually plan things for the future. Eventually, you will be able to think about your lost loved one without pain; sadness, yes, but the wrenching pain will be gone. You will once again anticipate some good times to come, and yes, even find joy again in the experience of living.

Prayer & Scripture *By Mary Allaway*

Prayer is a wonderful gift to us from God. In praying for someone we have a great opportunity for the Lord to use us to bless His children.

Things to consider when praying for someone

- Prayer is communicating with God and it is an honor to do so.
- If you're not sure what to pray, simple words from the heart are a great place to start.
- Thank God for the person you are praying for and the opportunity to bring their needs to Him.
- Have an attitude of respect and love toward the person as you bring their needs to the Lord.
- Use words from one of the Scriptures you know if it applies, for example, when praying a promise from the Lord you are relying on.
- Be open to what the Lord may put on your heart to pray.
- If praying in person, ask permission before touching the person. You might hold hands.
- Confidentiality is important.
- Let a pastor know if you have special concerns.

Scriptures give us insight in understanding God's will and His desire for us to know Him and approach Him. We pray because God encourages us to do so.

These are some Scriptures that encourage us to seek the Lord in prayer and to depend on God's Word. There are many others.

Encouragement to Seek the Lord in Prayer

Call to Me, and I will **answer** you, and show you great and mighty things, which you do not know. Jer. 33:3

Come to me, all you who are weary and burdened, and I will give you rest. Take my yoke upon you and learn from me. For **I am gentle and humble of heart**, and you will find rest for your souls. For my yoke is easy and my burden is light. Matthew 11:28-30

Seeing then that we have a great High Priest who has passed through the heavens, Jesus the Son of God, let us hold fast our confession. For we do not have a High Priest who cannot sympathize with our weaknesses, but was in all points tempted as we are, yet without sin. Let us therefore **come boldly to the throne of grace** that we may obtain mercy and find grace to help in time of need. Hebrews 4:14-16

For **the Lord is good** and **his love endures forever; his faithfulness** continues through all generations. Psalm 100:5

Cast all your cares on Him, because **He cares for you**. 1 Peter 5:7

Encouragement to Depend on God's Word

As the rain and the snow come down from heaven and do not return to it without watering the earth and making it bud and flourish, so that it yields seed for the sower and bread for the eater, so is my word that goes out from my mouth: It will not return to me empty, but **will accomplish** what I desire and achieve the purpose for which I sent it. Isaiah 55:10

Thy word is a lamp unto my feet and a light unto my path. Psalm 119:105

Take the helmet of salvation and the sword of the Spirit which is the **word of God**. Ephesians 6:17

For **the word of God is living and active**. Sharper than any double-edged sword, it penetrates even to dividing soul and spirit, joints and marrow; it judges the thoughts and attitudes of the heart. Hebrew 4:12

SCRIPTURE to guide us or use in prayer

God's word is a powerful tool to remember and claim in prayer. His promises are true today. These are a few to get you started.

Direction and guidance

For I know the plans I have for you, declares the LORD, plans to prosper you and not to harm you, plans to give you hope and a future. Jeremiah 29:11

Favor

Let **love and faithfulness** never leave you; bind them around your neck, write them on the tablet of your heart. **Then you will win favor and a good name in the sight of God and man.** Proverbs 3:3-4

Faith replacing Fear

For God did not give us a spirit of fear, but a spirit of **power, love and self-discipline.** 2 Timothy 1:7

Healing

You knit me together in my mother's womb. ... I am fearfully and wonderfully made. Psalm 139:13 Psalm 103:1-5

And the **prayer offered in faith** will make the sick person well; the Lord will raise him up. James 5:15

Hope

May the God of hope **fill you with all joy and peace as you trust in Him**, so that you may **overflow with hope** by the power of the Holy Spirit? Romans 15:13

Love

And I pray you being rooted and established in love, **may have power**, together with all the saints, **to grasp how wide and long and high and deep is the love of Christ** and to know this love that surpasses knowledge---that you may be filled to the measure of all the fullness of God. Ephesians 3:17b

Mercy

We do not make requests of you because we are righteous, but because of **your great mercy**. Daniel 9:18b

Peace

Do not be anxious about anything, but in everything, by prayer and petition, with thanksgiving, **present your requests to God**. **And the peace of God**, which transcends all understanding, will guard your hearts and minds in Christ Jesus. Philippians 4:6-7

Protection

...**hide me** in the shadow of your wings. Psalm 17:8; Psalm 91; Put on the full **armor of God**. Ephesians 6:10-17

Strength

Those who hope in the LORD will renew their strength. They will soar on wings like eagles, Isaiah 40:31

He said to me, "**My grace is sufficient for you**, for my power is made perfect in weakness." Therefore I will boast all the more gladly about my weaknesses, so that Christ's power may rest on me. For when I am weak, then I am strong. 2 Corinthians 12:9-10

Transformation by the Spirit

...where the Spirit of the Lord is, there is freedom. **We...are being transformed into His likeness** 2 Cor. 3:17-18

Trust

Trust in the LORD with all your heart and lean not on your own understanding; in all your ways acknowledge Him and he will make your paths straight. Proverbs 3:5-7

Wisdom

If any of you lacks wisdom, he should ask God who gives generously to all.

James 1:5

THE VISIT

The visit

It takes courage to care for one another. It takes courage to visit a home of a fellow church member, especially if you do not know them. Be assured that God will give you the strength. You do not need to try and fix their situation. You do not need to try and be an expert. Your loving action and gesture of grace is enough. Your presence and the gift of a meal IS the ministry.

Plan on keeping your visit brief. 5 – 10 minutes is appropriate and normal. If the care receiver invites you into their home to visit, use your discernment. It is normal to feel awkward or even nervous. Ask God to help you be a loving presence and have the words to say.

Mostly, just listen. Ask open ended questions such as, “What is it like for you today?” or “How is your recovering going?”

Since you will not be the only person providing care, don’t feel like you have to become an expert on their situation. Your role is caring through a meal or errand. Yet, enjoy the process of nurturing your relationship with them. Sometimes this can be challenging, because “people are people.”

Remind them that the church wishes to be a caring community. You might ask them if there are any needs they have that the church could appropriately provide. You might qualify that by saying, “such as running an errand...” You might also invite them to call their *iCare* Coordinator to share their needs.

If you do learn new information about their situation or care request, please inform the *iCare* Coordinator or congregational care office promptly.

Helpful Tips for Delivering Food

Use disposable containers. If you are delivering food to someone, or to the church (for bereavement meals), it is best to put the food in containers that do not have to be returned to you. It is an added burden on the family to keep up with dishes, who they belong to, and where to return them.

Write a note. Please put a note or card with the food that you are delivering, identifying yourself and your address. Recipients will also likely appreciate receiving your recipes for future use. They will want to thank you and also ask for God's blessings on you. If you don't include the recipe, it is a good idea to note some of the ingredients in your recipes, especially if your dish contains sugar (or what type artificial sweetener), nuts, exotic ingredients, and brand names for canned goods.

Offer to carry the food in. When you deliver food, especially if it is hot, offer to carry it to the Recipient's kitchen (especially if the Recipient is the person who is sick).

Call before visiting. Unless you are instructed *not* to call the Recipient, it can be reassuring to call the Recipient the day of your delivery to let them know you will be there and about what time. It also gives you an opportunity to "break the ice" with a Recipient you haven't met yet.