

champs

Center for Healthy Aging Ministries, Programs & Services

CARE CALLER

HANDBOOK



These resources have been developed by the Champs program.
They may be used or adapted for use in the context of the local church.
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BIBLICAL & THEOLOGICAL FOUNDATIONS OF CARE CALLERS

THE CHALLENGE OF CARING

All churches want to be caring churches. They are often challenged to adequately care for all of their members because their caring is built on the shoulders of one person, the pastor. Most churches plateau and eventually decline because of the inability of the pastor to care for an ever-growing circle of people and the needs and expectations they bring.

Some churches try to remedy the problem with more staff, which works to a limited extent, but it still fails to recreate the biblical model. Many churches do well at bringing people in the front door, but lose nearly as many out the back door. These back door losses are tragic for three reasons. First, they are preventable. Second, older members may lose connection to church as they experience life transitions. In many cases, these people may feel that the church no longer cares as they become less active within the congregation.. Third, and perhaps the most important, when a person no longer affiliates with the church they often lose their faith and relationship with God. We want to focus on a more caring ministry for our members who are 70+ years of age. Younger members can be placed on the list as well.

WHO ARE THE MINISTERS?

Through the centuries, the Clergy have become professional "care givers" and the members have become "recipients" of that care giving. Few members see themselves as ministers. Most see themselves as participants or worse yet, as spectators. People are not caring for people. The New Testament contains over fifty instructions of how we are to care for one another and minister to one another. We are called to comfort, encourage, build up, stimulate, pray for, care for, admonish, serve, edify, accept and love one another. We are called to bear one another's burdens. In contrast, there are just a handful of verses about the role of who we now know as the clergy. Most of those verses have to do with oversight of the ministry or the "Sunday morning" ministry activities, like preaching. Yet the modern church expects that the pastor should do the counseling, make the hospital visit and be there in time of need. This distorts the biblical model of the people caring for the people and substitutes a

clergy-centered model. The role of the pastor in St. Paul's letter to the Ephesians charges the pastor with the job of equipping the saints (people) for the work of ministry, not personally doing all ministry.

THE BIBLICAL MODEL - OLD TESTAMENT

In Exodus 18, Moses becomes overwhelmed with the task of caring for the people. His father-in-law gives his son-in-law some advice that has come to be known as the "Jethro Principle". Moses received the law from God and knew it well. He had the responsibility of helping people with their problems. As the people grew in numbers and were together over a longer period of time more problems arose. Moses had to personally minister to an ever-growing "church". It soon became impossible. Jethro suggested that he choose and train others to assist him in the work. A multi-layered system was instituted with leaders over groups of 100, 50, and 10. Most people could be cared for in their group of ten. What could not be handled in the group of 10 would go to the leader of the 50, and so on. People were more involved and more caring. They felt more accountability and lived more responsibly than they had in the past. The people of God were living together as the people of God. Small Groups had been born - they were to be a way of life for the people of God.

THE BIBLICAL MODEL - NEW TESTAMENT

In the book of Acts of the New Testament, a similar model is established in the early church. In Acts 2 people met with each other in peoples' homes to share God's love and support one another as they do in our Small Group Ministry. This is the best portrait of what the church is about - people caring for people. Alongside of the Small Group Ministry, the Care Caller Ministry enables the church to reach those people with God's love and care. Care Callers focuses on encouragement, support, and caring.

ORIGINATION OF CARE CALLERS MINISTRY

In 2006, Care Caller Ministry was conceived as a way for the congregation to extend care and compassion to members over 70 years of age. As a congregation it is important to care for all members, yet transitions of life as we age can be overlooked.

GOALS

- Give every member of the congregation over the age of 70 years a **sense of belonging** and assurance of our **loving concern** for them and their families.
- Help members over the age of 70 years to be a **caring body of Christ** so that we remain a warm and caring congregation
- Aid all members in their faith walk with our Lord.

EXPECTATIONS

- Care Callers pray for members of our congregation.
- Care callers will make periodic phone calls to their designated members.
- Rejoice with those who are rejoicing and express care to those in need.
- At church services reach out to those entrusted in your care.
- **Respect confidentiality** in your ministry.
- Express concern and compassion. **Care Callers are not expected to counsel or know all the answers.** When necessary refer members to the pastor, Stephen Ministry, Parish Nurse or to Champs.
- Attend Care Caller meetings and provide support and training as needed.

CHARACTERISTICS OF A CARE CALLER:

- Have a growing relationship with Jesus Christ as Lord of your life with a commitment to strengthening your walk through prayer, bible study, worship, fellowship and service to God.
- Be filled with a spirit of love toward others and learning to see and accept people as our Lord saw and accepted them.
- Be sensitive to the differences in background and personalities of others.
- Be a good listener and maintain confidentiality.
- Be a self-starter who is responsible, accountable, and reliable.

CARE CALLERS CAN EXPECT:

- Initial training, resources, and guidance will be provided.
- Ongoing support from other Care Callers through periodically scheduled meetings.

INITIAL TRAINING TOPICS

- Orient about Care Callers ministry.
 1. Discuss biblical and theological foundation, origination, goals, and expectations. (This handbook contains reference material on these topics.)
- Discuss the art of listening and how to become a better listener (Appendix A).
- Methods of integrating prayer and scriptures (Appendix B).
- Building trust and respecting confidentiality (Appendix C).
 1. Making Initial Contact
 2. Handwritten Correspondence
 3. Second Contact
 4. Ongoing Contact
 5. Community Referral List
- Maintaining Care Caller Call List (may be easiest to use index cards):

Care Callers are furnished with a list of members to call.
Record every phone call -- regardless of someone answering.
Note the date, time, and anything significant regarding the call.
Next time you call the member review the card(s) to re-acquaint yourself.
Records should be stored in a safe, confidential area at the church.

Completing the "Care Caller Summary" document (Appendix D).

1. Care Callers are furnished with a list of members to call.
 2. Record every phone call -- regardless of someone answering.
 3. Note the date, time, and anything significant regarding the call.
 4. Circle 'Y' or 'N' if referral needed, then note designation of referral.
 5. Next time you call the member review the card(s) to re-acquaint yourself.
 6. "Care Call Summary" documents are turned in to Care Caller Coordinator on a monthly basis.
- Care Caller Supplemental documents.
 1. Care Caller Recruitment Letter
 2. Secondary Recruitment Letter
 3. Notice to Care Callers
 4. Initial Care Caller Information Letter to Members of Congregation
 5. Second Contact
 6. Ongoing Contact
 7. Community Referral List

APPENDIX A

ACTIVE LISTENING SKILLS

Listening does not come naturally to most people; it is a skill that must be developed. The Care Caller must be an active listener. In active listening, the Caller attends to the individual's verbal as well as nonverbal messages and reflects what has been heard back to the individual so that the individual knows his or her message has been accurately understood. When engaged in active listening, the Care Caller:

- ❖ Pays attention to the individual's underlying feelings -- rather than just the literal meaning of the individual's words.
- ❖ Uses a clear, calm, and interested tone of voice.
- ❖ Asks questions that expand and clarify what is being said by the individual.
- ❖ Speaks in order to better understand the individual, not just to make a point.
- ❖ Reflects perceptions of what the individual is saying back to the individual. By doing this, the Caller gives the individual concrete evidence that the message has been received correctly or provides the client with an opportunity to correct the message if misunderstood.

COMMUNICATION BARRIERS

In general communication problems develop when:

- ❖ We speak for others rather than let them speak for themselves.
- ❖ We let our prejudices and stereotypes affect what we hear and what we say.
- ❖ We do not take the time to listen and understand what the other person is trying to say -- we often begin to prepare our response before we have heard everything being said.
- ❖ We keep things to ourselves because we think others will disapprove of what we really believe and say.
- ❖ We make no attempt to communicate because we assume others already know how we feel and what we think.
- ❖ We are afraid of the risks that are necessary to communicate honestly and openly with others.
- ❖ We discourage or suppress communication by ordering, threatening, preaching, judging, blaming, or humoring.
- ❖ Negative feelings about ourselves (low self esteem) cause us to conclude that we have nothing to say and that no one wants to listen to us.

SUGGESTIONS TO ENHANCE COMMUNICATION

A brief silence is best responded with a silence. If the silence is long the Caller should attempt to reach inside the silence. An error commonly made is to respond to the silence with a change of topics. Don't be afraid of silence. The skill of putting the individual's feelings into words refers to the Caller's articulation of what the individual is feeling but has just stopped short of expressing in words.

The technique of **clarification** refers to asking a question designed to encourage an individual to become more explicit and/or to verify the Caller's understanding of what the individual has said. Clarification questions usually begin with "Are you saying" or "Do you mean" and end with rephrasing the individual's words.

The **paraphrase** is a rephrasing of the content of the individual's statement. The technique of **reflection** of feeling is a rephrasing of the affective component of the message. Reflection is very similar to the empathetic techniques of responding to feeling and putting an individual's feelings into words.

Individual: "That guy down at the unemployment office is a real sleazeball. How does he get away with treating people like that? I feel three inches tall when I go down there."

Caller (paraphrase): "The man at the employment office upsets you, treats you badly, and makes you feel put down."

Or

Caller (reflection of feeling): "You feel embarrassed and humiliated at the employment office. Is that right?"

Summarization refers to an extension of paraphrase and reflection to one or more themes that runs through the individual's statements. It's a pulling together of the content and affective components of several messages. For example, a

Caller might use summarization to draw together the key affective and content elements of what was discussed during the previous ten minutes. Example:

Caller: "From what you are saying, I am hearing a number of things. You are desperate for a job and feel a mix of anger and depression because you haven't found one yet. You have been going to the employment office, but that adds to your feelings of frustration. On top of that, you are feeling a deep regret for having dropped out of high school."

CREATING AN EFFECTIVE HELPING RELATIONSHIP

At the very heart of an effective relationship is human caring. Care Callers must genuinely care about those individuals and families he or she is calling. Care Callers cannot make a good relationship happen. At most, he or she can attempt to become the type of person individuals find helpful and do those things that increase the possibility that a positive relationship will develop.

Empathy is the ability to understand accurately the experiences and feelings of another person. It is sometimes described as the ability to step into someone's shoes and see and feel life as that individual does. Empathy is conveyed primarily through active listening, by giving undivided attention to the client, and by being sensitive to nonverbal cues that indicate how the individual is feeling. It is important to make the best use of paraphrasing and reflection in order for the Caller to understand what the individual is saying and feeling.

Warmth exists when the Caller treats the individual in a way that makes them feel safe, accepted, and understood.

Genuineness means being one's self and being real.

TECHNIQUES FOR ASKING QUESTIONS

A question such as “What are the names of your children?” is termed a **closed-ended question**; it limits how the individual can respond.

By contrast, an **open-ended question**, such as “tell me about your children” gives the individual an opportunity to say whatever he or she thinks is important. Responses to open-ended questions are likely to reveal the individual’s real concerns and feelings.

Stacking questions refers to asking several questions at once -- they are confusing to individuals. It is best to ask one question at a time.

Leading questions are those that directly or indirectly push or pull at the individual toward a certain response. A leading question may prompt an individual to lie rather than suffer embarrassment or disappoint the Caller. Leading questions often reveal judgmental attitudes and can be insulting to individuals.

The term **‘I-message’** refers to a type of message composition designed to increase the effectiveness of communication. This particular structure makes it possible to send a clear direct message and reduce the chance that the person receiving the message will be put on the defensive.

The purpose of a **‘You message’** may be to bring about a needed change in the behavior of another, but it usually ends up creating added resistance to change.

In contrast to the ‘you message’ which usually blocks real communication, the ‘I-message’ allows the person bothered by the behavior of another to describe in a non-critical or non-accusatory manner, the impact the behavior is having, while leaving the responsibility for modifying the behavior with the person exhibiting the troublesome behavior.

RESPONDING TO DEFENSIVE COMMUNICATION

The Care Caller needs to be skilled in reducing the individual's need to be defensive and guarded. There are a number of common defensive maneuvers used by individuals:

Denial	Physical Environment	Using Distractions
Blaming	Cursing	Threats
Labeling	Aggression	Helplessness
Being Fragile	Avoidance	Using Crisis

Often the individual is defensive before he or she even has contact with the Care Caller, but sometimes the Caller's behavior or personal style can be added to the problem. Caller behaviors that increase the individual's defensiveness include:

- ♦ appearing rushed
- ♦ being brusque or insensitive to the individual's feelings
- ♦ making judgmental statements
- ♦ using jargon or quoting rules or policy without explanation
- ♦ failing to identify yourself and your role clearly
- ♦ calling an adult by his or her first name without permission
- ♦ being authoritarian
- ♦ and creating long waits and delays.

Remember that defensiveness in interpersonal relationships is an attempt to protect oneself from real or imagined danger.

Expand your tolerance to annoying defensive communication by understanding that it may have served a functional purpose in the past.

Give the individual opportunities to make choices and remain in control of what is happening -- this implies cooperation, respect, and choice.

Do not categorize anyone. If an individual uses obscene or abusive language, remain calm and do not respond in ways that might reinforce the behavior.

APPENDIX B

PRAYER HELP FOR CARE CALLERS

What is Prayer?

Prayer is a conversation with God. It is being in Fellowship with your Heavenly Father.

Jeremiah 33:3

Call on me and I will answer you and tell you great and unsearchable things you do not know.

What Prayer is not:

Prayer is not a religious exercise without power.

Matthew 21:22

Whatever you ask in Prayer, you will receive, if you have faith.

Jeremiah 32:17

Sovereign Lord, you have made the heavens and the earth by your great power and outstretched arm. Nothing is too hard for you.

God wants to hear from you:

2 Chronicles 7:14

If my people, who are called by my name, will humble themselves and pray and seek my face and turn from their wicked ways, then I will hear from heaven and will forgive their sin and will heal their land.

Proverbs 15:8b

The prayer of righteous people please God.

Isaiah 55:6

Seek the Lord while he may be found; call upon him while he is near.

James 4:2

You do not have, because you do not ask God.

Philippians 4:6

Do not be anxious about anything, but in everything, by prayer and petition, with thanksgiving, present your requests to God.

Pray - Believing:

Believe you receive when you pray.

Hebrews 11:6

Without faith it is impossible to please God, because anyone who come to him must believe that he exists and that he rewards those who earnestly seek him.

2 Corinthians 5:7

We live by faith not by sight.

Mark 11:23

I tell you the truth, if anyone says to this mountain, "Go, throw yourself into the sea", and does not doubt in his heart, but believes that what he says will happen, it will be done for him.

Pray - Boldly:

Don't be timid about asking God for help.

Hebrews 4:16

Let us then approach the throne of grace with confidence, so that we may receive mercy and find grace to help us in our time of need.

Give Thanks & Praise:

Praise God for the victory now before any manifestation (before you see the answer). Keep your eye on God not on the problem.

2 Corinthians 5:7

We live by faith not by sight.

1 Thessalonians 5:18

Give thanks in all circumstances, for this is God's will for you in Christ Jesus.

Romans 8:28

We know that in all things God works for the good of those who have been called according to His purpose.

WHEN WE DON'T KNOW HOW TO PRAY:

Be honest - Confess your sins to the Lord and call upon the Holy Spirit to intercede for you.

Romans 8:26-27

In the same way, the Spirit helps us in our weakness. We do not know what we ought to pray for, but the Spirit himself intercedes for us with groans that words cannot express. And he who searches our hearts knows the

mind of the Spirit, because the Spirit intercedes for us in accordance with God's will.

Pray from God's Word - Promises from Scripture:

Matthew 19:26b

With God all things are possible.

Mark 11:24

Therefore, I tell you, whatever you ask in prayer, believe that you have received it, and it will be yours.

Matthew 11:28

Come to me, all you who are tired and have heavy loads, I will give you rest.

Corinthians 1:4

God comforts us every time we have trouble, so that we can comfort those in any trouble with the comfort we ourselves have received from God.

John 1:9

If we confess our sins, he is faithful and just, and will forgive our sins and cleanse us from all unrighteousness.

Matthew 28:20b

I am with you always, to the close of the age.

John 1:9

Be strong and of good courage, be not frightened, neither be dismayed; for the Lord your God is with you wherever you go.

Matthew 8:16

Jesus cast out the spirits with a word, and he healed all who were sick.

Isaiah 53:5

He was wounded for our transgressions, he was bruised for our iniquities; upon him was the chastisement that made us whole, and with his stripes we are healed.

LOVE TOUCHES

WHEN THERE IS **SORROW**,
READ JOHN 14

WHEN **OTHERS FAIL** YOU,
READ PSALM 27

IF YOU WANT TO BE **FRUITFUL**,
READ JOHN 14

WHEN YOU HAVE **SINNED**,
READ PSALM 51

WHEN YOU **WORRY**,
READ MATTHEW 6:19-34

WHEN YOU ARE IN **DANGER**,
READ PSALM 91

WHEN GOD **SEEMS FAR AWAY**,
READ PSALM 139

WHEN YOUR **FAITH NEEDS STIRRING**,
READ HEBREWS 11

WHEN YOU ARE **LONELY OR FEARFUL**,
READ PSALM 23

WHEN YOU GROW BITTER OR **CRITICAL**,
READ I CORINTHIANS 13

FOR PAUL'S SECRET OF **HAPPINESS**,
READ COLOSSIANS 3:12-17

FOR PAUL'S **IDEA OF CHRISTIANITY**,
READ 1 CORINTHIANS 5:15-19

WHEN YOU **FEEL DOWN** AND OUT,
READ ROMANS 8:31-39

WHEN YOU WANT **REST AND PEACE**,
READ MATTHEW 11:25-30

WHEN THE **WORLD SEEMS BIGGER THAN GOD**,
READ PSALM 90

WHEN YOU WANT CHRISTIAN **ASSURANCE**,
READ ROMANS 8:1-30

WHEN YOU **LEAVE HOME** FOR LABOR OR TRAVEL,
READ PSALM 121

WHEN YOUR PRAYERS GROW NARROW OR **SELFISH**,
READ PSALM 67

FOR A GREAT **INVITATION** AND A GREAT OPPORTUNITY,
READ ISAIAH 55

WHEN YOU WANT **COURAGE** FOR A TASK,
READ JOSHUA 1

HOW **TO GET ALONG** WITH FELLOW MEN,
READ ROMANS 12

WHEN YOU THINK OF **INVESTMENTS** AND RETURNS,
READ MARK 10

IF YOU ARE **DEPRESSED**,
READ PSALM 27

IF YOUR **POCKET-BOOK** IS EMPTY,
READ PSALM 37

IF YOU ARE LOSING YOUR **CONFIDENCE** IN PEOPLE,
READ 1 CORINTHIANS 13

IF PEOPLE SEEM **UNKIND**,
READ JOHN 15

IF YOU ARE **DISCOURAGED** ABOUT YOUR WORK,
READ PSALM 126

IF YOU FIND THE WORLD GROWING SMALL AND **YOU YOURSELF GREAT**, READ
PSALM 19

APPENDIX C

MAKING YOUR INITIAL TELEPHONE CONTACT

- ❖ Begin your Care Caller Ministry with prayer – everything will hinge on this,
- ❖ We think that a phone call is the best way to make contact with folks. As a general rule, we suggest you do not leave messages on answering machines - at least in the beginning. If you continue to reach a machine (some folks use them to screen their calls), you may wish to leave a caring message. As a very last resort, you may leave your name and number and request they return your call.
- ❖ If you're having difficulty reaching someone, you might try calling them from home at a different time - especially Saturday or Sunday. With some people, you may want to ask when it will be a good time to call and make a note of it. After the conversation be sure to jot down a few notes about what was said for future reference.
- ❖ If someone is difficult to reach after many attempts you can send a brief postcard introducing yourself. Try to avoid this. If someone is less than friendly when you call it may be better to make written contact on a regular basis. A note might say: *"Dear Jerry & Sherry - I just wanted you to know that you have been in my prayers. I hope that things are going well. Please call if there is any way I can be of help." Remember to sign it and clearly print your first and last name with a telephone number where you can be reached.*

SUGGESTIONS FOR CALLING PEOPLE ENTRUSTED TO YOUR CARE

Initial contact by Care Caller (avoid reading this as a script):

Hi! Is this _____? (Yes) Hi, I'm _____ from _____ Church.
Have you heard about the Care Caller Ministry we have at our church?

Are you very familiar with the Ministry?

(Yes) Great. I am calling to let you know that I have the privilege of being part of the Care Caller Ministry and I will be calling every few weeks over the next months. Do you have a few minutes so I can tell you more about the ministry or is there a better time to call back?

(Not Very) That's okay. Do you have a few minutes so I can tell you about the ministry or is there a better time for me to call back?

We feel it is very important for us to keep in regular contact with our older members. Because we truly care about what is happening in the lives of our members, we have started the Care Caller Ministry to help us keep in touch with our members.

Basically, the Ministry is designed so that a Care Caller will make regular contact with a number of families in the congregation. There are a number of reasons why we want to keep in touch:

- ♦ To encourage you in your daily walk with God.
- ♦ To see if there are any concerns we can pray for or help with.
- ♦ To learn how we can serve you better (i.e., any needs you may have).
- ♦ To build a better system of caring for members and share your concerns with others.

I am responsible for several families in our congregation and I will be contacting you every month or two to see how you are doing, how we can help you in any way and keep you informed about special things happening at our church.

Do you have any questions about anything that I have told you?

If it's okay with you, I'll call again next month to get to know you better then after that I will be in touch about once every month or two.

Thank you very much for your time. I am excited about this ministry and if you ever have a need, please call me and I will try to help in whatever way I can. It's important to provide your first and last name (spell it slowly) and a phone number.

Oh, one final and very important note. If you share something with me, it will be held in confidence unless you would like me to share it with the pastor or other appropriate individuals.

Thanks again so much for your time - I look forward to talking with you again.

HANDWRITTEN CORRESPONDENCE

A hand written note is the next best thing to a personal conversation.

Example:

Dear John and Sarah,

I'm excited about our warm and caring congregation! As we grow, we hope that we will remain warm and caring. Part of the way we do that is through our Care Caller Ministry.

Most people in our church do care - but I have volunteered to keep in touch with fellow members and express that caring in a very intentional way. I am committed to:

- praying with you and for you (and your family).*
- contacting you on a regular basis to express our care and concern for you.*
- passing on important information to the church staff (with your approval).*

I have no hidden agenda. My name and phone number are below if you need to contact me for any reason. I'll be in touch. Please feel free to call me any time. Keep me in your prayers. Caring is a shared responsibility.

Yours in Christ,

*Jane Doe
Tel: 123-4567
Care Caller from (insert name of church)*

SECOND TELEPHONE CONTACT

Be positive and upbeat.

Example: "It is good to talk to you again. As I mentioned in our first conversation, I'd call back in a month or so to touch base and get to know you better. Is this a good time?"

Ask some of the following questions (perhaps not all in one phone call):

Names of family members: Self, Spouse, Children, Grandchildren, Pets

Ages and grades of (grand)children.

What schools do they attend?

How long have you lived in the area?

Where are you from originally?

How long have you been a member of our church?

Are you involved in any way? (list)

If not, were you involved in the past?

How do you feel about our church?

Are you able to attend services? If so, what service(s) do you normally attend?

Is there anything we can do for you or anything you feel our pastor should be aware of?

ONGOING CONTACT

The following are suggestions for ongoing contacts:

Provide information about church activities and events (follow-up to published information).

Holidays are a busy time. However, it can be a difficult time for some people. Call your families during the holidays.

Call **the members** assigned to you every month and consider asking:

- how are you doing?
- do you have any needs?
- do you have prayer requests to share?
- do you want to share anything with our pastor?
- do you have any concerns about things at our church?
- May I share a prayer with you?

There may be people who resist your efforts at caring or have been difficult to contact by phone. When you have someone on your Care Caller list that seems uncomfortable with phone calls you may want to express your care for them by sending a card on their birthday and/or anniversaries.

MINISTERING TO THE TROUBLED PERSON

People experience a wide variety of difficulties in life. In your calling you may encounter someone who has recently experienced some immediate and specific stress. They might have had a crisis like the death of a loved one, failure at work or school, marital or home problems, loss of a job, a broken romance, financial reversal, divorce or separation. Here is a brief outline for you to follow in working with someone who is troubled or depressed. The pastor, Parish Nurse and Stephen Ministers are trained to deal with situations where occasional visits and phone calls will not meet member's needs. Please request permission to give person's name to a pastor, a Parish Nurse or to Stephen Ministry. When in doubt, please contact the Care Caller Coordinator.

STEP ONE:

Establish a relationship, maintain contact, and obtain information.

Many times a troubled person seems ambivalent towards life. At the same time the person may want to be rescued. When you reach this person it is important to begin to develop a positive relationship. Their relationship with a Care Caller could be a step in the healing process. Help people know that talking is a good step in the process of dealing with their stress. Troubled persons need you to talk calmly, confidently, and with a voice of authority but not authoritarian. Try to find some common ground upon which you and the person can agree.

STEP TWO:

Identify and clarify the problem.

Try to hear the person's story with as few interruptions as possible. Encourage the person to tell you what has led them to where they are now, what is bothering them right now, and what they have tried before to cope with the situation. Do not challenge what the person is saying. Statements such as "You shouldn't feel that way ..." or "Things are not as bad as they seem..." can appear to be another setback to the person. Focus on what the person is feeling and offer assistance in clarifying their feelings. If the person has difficulty expressing feelings then help them label the feeling(s). Try to reflect what you think they are thinking and feeling as this will help them pinpoint the problem.

STEP THREE:

Assess the person's situation and determine what kind of help is needed.

A number of factors are involved in making this evaluation. As you listen to the person you will be receiving pieces of information that will assist you in making this determination. Listen to the person's situation - what is within their control and what is beyond their ability to change? Listen for the stress level - especially from the person's point of view. To you it may not seem significant, but to them it is. If they have experienced losses, reversals, or even successes, it could be creating stress or strain. Probe what kinds of resources the person has available to them. Are they still in communication with others? Have they cut themselves off from other people, including

friends and family? If so, they could be in a more serious situation and you may want to involve others immediately.

STEP FOUR:

Formulate a plan to help the person.

Continue talking with a person if they seem to have no plans for dealing with the immediate cause of their stress. Work toward getting a commitment from them to take some action. If they seem extremely fragile ask them to promise to call you if they have any other difficulty or are tempted do anything life threatening. Professionals have found this to be quite effective. Your word of encouragement on the phone may help the person deal with their problem(s). Help the person determine their strengths and resources. Help them widen their view of the problem(s) and discover the source(s) that the person has lost sight of during this crisis. Perhaps there are some other people who can help. Perhaps you know of some agencies from which they can obtain the help they need. Be sure to help them see various positive alternatives and help them take steps toward one of those alternatives. Pray with the person. Tell them you will keep them in prayer.

To summarize:

A troubled person needs to feel:

- ♦ Action is being taken.

They need to feel something is being done right at this time.

- ♦ Involvement of others.

If the person realizes others are involved in caring for them then they may be more apt to feel they are being responded to and someone cares. Offer referrals to pastors, Stephen's Ministry, Parish Nurse or Champs as needed.

For your information, a "Community Referral List" has been included in this packet.

COMMUNITY REFERRAL LIST

In case of **emergency**, always call **911**

DOMESTIC VIOLENCE

Emergency 24-hour Hot Line/Shelter Numbers:

Omaha Police Dept. Domestic Violence Unit	402-444-7456
Pottawattamie County - Phoenix House	712-328-0266
Sarpy County - Heartland Family Service	800-523-3666
Douglas County - YWCA Omaha (Bilingual)	402-345-7273
Douglas County -The Shelter	402-558-5700

Family Service of Greater Omaha:	
Domestic Abuse Program	402-291-6065
24 Hour Crisis Line	800-523-3666

Nebraska Statewide DV (Domestic Violence) Hotline 800-876-6238

Non-Emergency (Regular Business Hours):

Omaha Police Domestic Violence Unit	402-444-7456
Victim Assistance Unit	402-444-4597
Victim Information Notification (VINE)	877-634-8463
Offutt AFB Family Advocacy	402-294-7886
Nebraska Humane Society	402-444-7800

County Attorney's Offices:	
Douglas County Domestic Violence Unit	402-444-3808
Sarpy County	402-593-2230
Pottawattamie County	712-328-5649

SUBSTANCE ABUSE:

Alcoholism Treatment Services/Heartland Family Services:	
	402-553-3000

Alateen/Al-Anon (24-hour hotline)	402-553-5033
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Alcoholics Anonymous (24-hour hotline):	
Omaha	402-556-1880
Council Bluffs	712-328-9979

Francis House	402-341-1821
Narcotics Anonymous Mobile Unit	402-660-3662
Lutheran Family Services	402-342-7007

SEXUALLY TRANSMITTED DISEASE:

Douglas County Health Dept.	402-444-7750
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UNMC RESPECT Clinic (bilingual) 402-595-2296

LOCAL HOSPITALS:

Alegent Health:

Bergan Mercy	402-398-6060
Immanuel Medical Center	402-572-2121
Mercy Hospital (Council Bluffs, IA)	712-328-5000
Midlands Hospital	402-593-3000
Lakeside Hospital	402-717-8000
Boys Town National Research Hospital	402-498-5400
Children's Hospital	402-955-5400
Clarkson West Medical Center	402-778-5400
Clarkson Tower (call UNMC)	402-552-2000
Creighton University Medical Center	402-449-4000
Douglas County Hospital	402-444-7000
Jennie Edmundson Hospital (Council Bluffs, IA)	712-396-6000
Methodist Hospital	402-354-4000
Nebraska Medical Center	402-552-2000

HEALTH CARE:

Champs

402-895-2224

Charles Drew Health Center:

Grant St.	402-451-3553
1490 N. 16th St.	402-345-0960

Council Bluffs Community Health Center (bilingual) 712-325-1990

Creighton Family Healthcare South (bilingual) 402-449-5750

Douglas County Health Department 402-444-7476

Hope Medical Outreach Coalition (bilingual) 402-354-6522

One World Community Health Center (bilingual) 402-734-4110

SONA Sharing Clinic (bilingual) 402-595-2296

South Omaha Medical Associates (SOMA) 402-731-9100

Or

UNMC Family Health Care Services SONA (bilingual)	402-595-2296
	402-345-8100

Visiting Nurse Association (bilingual) 402-930-4224

COMMUNITY RESOURCES:

Adult Protective Services (APS):	
Nebraska	402-595-3474
Iowa	800-532-3213
Creighton Law School/Legal Assistance	402-280-3068
Eastern Nebraska Office on Aging (ENOA)	402-721-7770
	Or
	402-444-6444
Food Stamps (Apply to Nebraska Dept. Social Services)	402-594-3574
Legal Assistance for Low Income: Legal Aid society	402-348-1060
Meals On Wheels - Eastern Nebraska Office on Aging	402-444-6444
Medicare Information :	800-MEDICARE
Metro Volunteer Guardians & Conservators	402-431-9129
Nebraska Dept. of Social Services	402-595-2850
Nebraska Dept. of Health and Human Services Medicaid	402-595-3400
Nebraska Health Insurance Information, Counseling and Assistance Program (NICA)	800-234-0920
Nebraska Regional Poison Center	402 390-5555
8401 West Dodge Road	Or
	800 222-1222
Social Security - Omaha	402-595-2850
United Way Services Available	211
Victim Assistance Unit	402-444-4597
Volunteers Intervening for Equity (VIE)	402-444-6617
Champs Office	402-895-2224

CARE CALLER SUMMARY

Name _____

Date _____

Start Time _____

Stop Time _____

Total Calls _____

Total Conversations _____

Member called	Phone Number	Notes: such as name of person spoken to, telephone code (see box below), and information you want to remember	Referral Needed?	Referral to
			Y or N	Pastor Parish Nurse Stephen Ministry Champs
			Y or N	Pastor Parish Nurse Stephen Ministry Champs
			Y or N	Pastor Parish Nurse Stephen Ministry Champs
			Y or N	Pastor Parish Nurse Stephen Ministry Champs
			Y or N	Pastor Parish Nurse Stephen Ministry Champs
			Y or N	Pastor Parish Nurse Stephen Ministry Champs

TELEPHONE CODES:	N/A - NO ANSWER BZ - BUSY NIS - NOT IN SERVICE LM/AM - LEFT MESSAGE WITH ANSWERING MACHINE PR - PRAYER REQUEST SW - SPOKE WITH
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APPENDIX D

CARE CALLER SUPPLEMENTAL DOCUMENTS

CARE CALLER RECRUITMENT LETTER

Dear Friend:

Grace and Peace to you from God our Father and our Lord and Savior Jesus Christ!

God has surely blessed this congregation. As we reach out, it is very important that we continue to be a warm and caring congregation. One important component of our caring as a congregation is our new Care Callers Ministry. Each week, a small group of members will gather at the church and make phone calls to members of the congregation over 70 years of age. Younger members can be put on the call list as well. The purpose is to pray with members and see if there is anything else we can do.

We want you to consider becoming a Care Caller. Here is what is involved:

- Callers need to have one or more of the following Spiritual Gifts: Caring, Encouragement, Faith, Evangelism, or Wisdom
- Callers need to be available for initial training. A Care Caller Handbook will be provided.
- Callers simply need a passion for people and enjoy talking with others.
- Callers need to be able to set aside about two hours a week for calling (the time for calling will likely be on Monday evenings). We ask that Care Callers serve a period of one year.

We are writing you to pray about serving as a Care Caller. We believe you have the gifts needed and would make an ideal Care Caller. Consider sharing your passion for people a little each week.

Complete the enclosed Response Form and place it in the offering plate or in the office area. If you have questions call us at _____. We'd like to hear from you in the next two weeks, otherwise, we would like to call and talk with you. Thanks for your consideration. God's peace to you.

In Christ,

Pastor

Parish Nurse
(or Care Call Ministry Chairperson)

CARE CALLER RESPONSE FORM

Copy and paste two per page for half-page forms.

CARE CALLER - RESPONSE FORM

place in the offering plate, church office, or mail to the church by (insert date)

Please check one of the following:

- Yes - I'd like to talk to someone about serving as a Care Caller.
- No, thanks - I'd rather continue to serve the Lord in other way at this time.
- I want to serve in some way but not as a Care Caller; call me to discuss my options.

Print your first and last name: _____

Telephone # to reach you: _____

SECONDARY RECRUITMENT LETTER

Dear Friends in Christ:

Two thousand years ago, St. Paul wrote to the Christian congregation in Corinth, Greece when he reminded the believers there of a central purpose of the local church. We are here to **care for one another** (1 Corinthians 12:25).

We too are called to care for one another. As we look around, this is a place where caring relationships abound. It happens through hundreds of relationships and dozens of congregational programs. One of those programs is Care Callers, a ministry that is targeted at calling all members over 60 years of age on a regular basis.

Care Callers is a way for us to express deep and intentional caring for our members. Other ministries in our congregation often care for people in crisis or with special needs - but they are not aimed at members of the congregation that are over the age of 60 years on a continuing basis. Care Callers is and our vision for this ministry is to reach out to all members expressing God's love and care. We have several members, gifted to care for others, who are part of this ministry, and some new ones joining us to extend the caring ministry of the church.

Care Callers meet weekly at the church to contact members of the congregation by phone. The purpose is to reach out to our members a few times each year. This provides you an opportunity to share your joys and/or concerns with your Care Caller. If you have something that needs to be shared with the pastor or another member of the church then inform your Care Caller. Share suggestions for improving our ministry with your Care Caller. Your Care Caller is there to listen to you as they are people who care. If you have special needs or concerns Care Callers can refer you to resources and they are there to pray with you when they call.

We could use a few more Care Callers to help us reach that goal - if you care about people and you'd like to help call _____ . We'll train you before you start and support you as you go.

We are excited about this ministry! We want to be a place where people feel welcome, where they can grow in faith, and where they can care for others. Caring for each other is an important part of who we are as a church. Romans 12:15 reminds us to *rejoice with those who rejoice, weep with those who weep*. Care Callers are committed to making this a more caring place. Please keep this ministry in your prayers as they continue their work in the Lord's name. Receive their call graciously when they call you. Grace and Peace to you.

In His Love,

Pastor

Parish Nurse (or Care Caller Ministry Chairperson)

INFORMATION TO CARE CALLERS FORM

(Copy and paste two per page for half-page forms.)

NOTICE TO CARE CALLERS

- New members
- Change of information
- Note comments
- Dropped member(s)
- Return to office for update

Date: _____

Family Name: _____

Family members: _____

Address: _____

Phone: _____

Assigned Care Caller: _____

Comments: _____

INITIAL CARE CALLER INTRODUCTION LETTER TO MEMBERS

Dear Friends in Christ:

When St. Paul wrote to a young Christian congregation in Corinth he reminded the believers there was a central purpose of the local church. "We are here to care for one another" (1 Corinthians 12:25). We too are called to care for one another. This occurs through hundreds of informal relationships and congregational programs, such as Care Callers.

Care Callers is a way to communicate continuous and intentional caring for members of the congregation over 70 years of age. Our vision is to express God's love and care to these - adult members.

Care Callers is a ministry of care. Members of the congregation who are over 70 years will receive a telephone call from Care Callers every few months. Care Callers want to:

- visit as desired
- provide information about St. Paul's.
- listen to concerns about church and church functions.
- keep you connected to the church.
- help connect you with other church members.
- pray with you if you desire.
- at your request help you to speak with a pastor, Parish Nurse, Stephen Ministry Leader or Champs.
- hear any suggestions for improving Care Callers ministry.

We are excited about this new ministry! We want to be a place where people feel welcome, where they can grow in faith, and where they can care for others. Caring for each other is an important part of who we are as a church. Romans 12:15 reminds us to *rejoice with those who rejoice, weep with those who weep*. Care Callers are committed to making this a more caring place. Please keep this ministry in your prayers and receive their call graciously when they call you.

In Christ,

Pastor

Parish Nurse
(or Care Caller Ministry
Chairperson)

SORRY I MISSED YOU NOTECARD

(Copy and paste multiple per page for half-page or notecards.)

Date:

Dear _____

I'm your Care Caller from St. Paul's. I called you the other night and perhaps you were out. I just wanted to let you know that you are in my prayers. I hope that things are going well. Please call me if there is any way I can be of help to you.

*Parish Nurse
(or Care Caller Ministry Chairperson)
Tel: 999-9999*