

Jefferson Unitarian
Church

Pastoral Care Team Handbook

*How JUCers care for each
other*

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Mission Statements

JUC

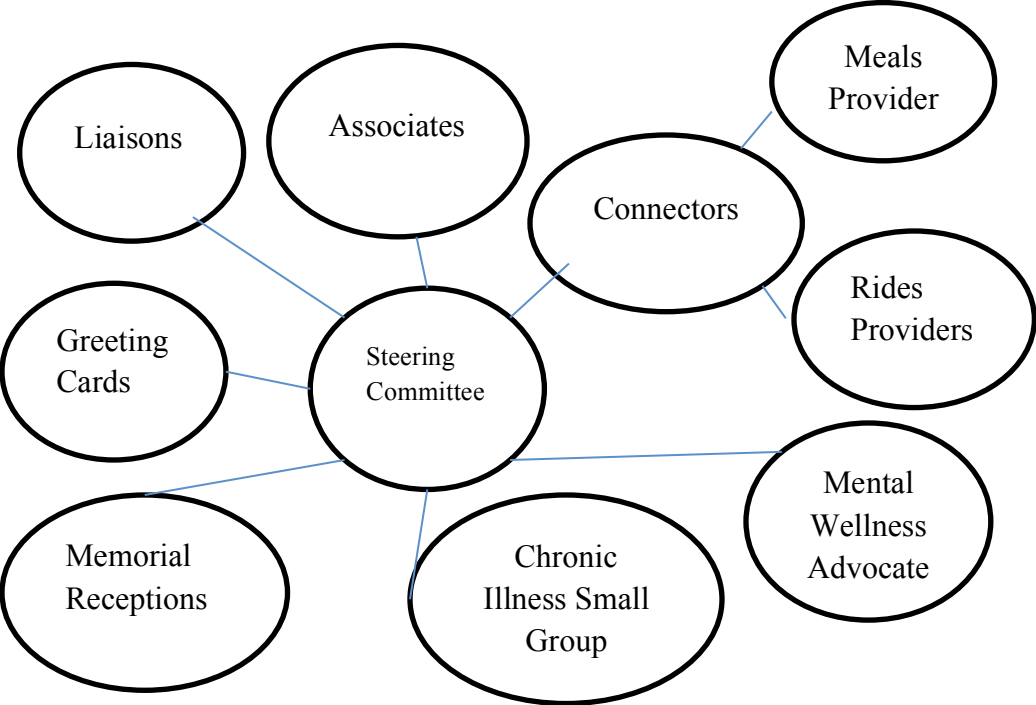
Guided by Unitarian Universalist principles and powered by the energy and resources of its members, Jefferson Unitarian Church acts to nurture our spiritual community, grow Unitarian Universalism, and transform the world outside our church walls.

Pastoral Care Team

The Pastoral Care Team covenants with the members of Jefferson Unitarian Church to enhance the capacity of all to care for one another. The purpose of our shared ministry is to cultivate the resilience needed to live full spiritual lives. To this end, the Pastoral Care Team: gives emotional and spiritual support; convenes groups, workshops, retreats and conferences on topics relevant to our community; coordinates logistical care during significant life events, such as meals, rides, household assistance and memorial receptions; provides long term one-on-one support for those with ongoing needs; and administers the Emergency Financial Assistance Fund.

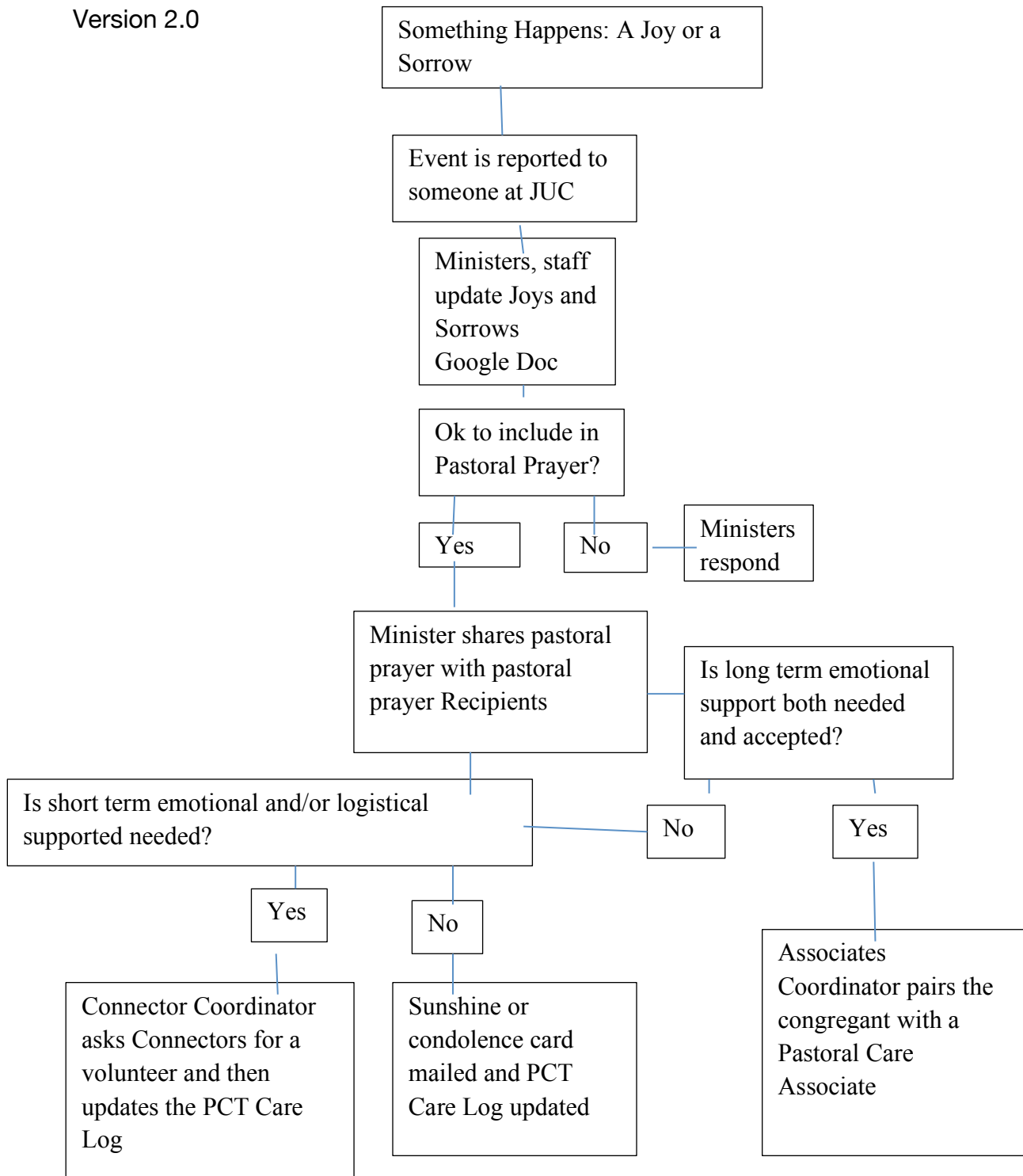
-- Adopted on 9/8/2011, edited 10/2013

**Pastoral Care Team
Organizational Chart**



Pastoral Care Process Flow

Version 2.0



Roles and Responsibilities

The Pastoral Care Team as a whole is responsible for the operation of the JUC Pastoral Care Program. The principal intention is to help JUC members and friends care for each other. The work of the Pastoral Care Team is accomplished through the following subgroups: Steering Committee, Associates, Connectors, Meal and Ride Providers, Cards Ministry, Mental Wellness Advocates, and Memorial Receptions Committee.

Pastoral Care Team Overview

Steering Committee

The Steering Committee, in collaboration with ministerial staff, is responsible for policies, procedures and programs. The Steering Committee “steers” by creating the vision, and executing strategies to accomplish program goals and objectives.

Connectors – Provide logistical care for JUC members, which may include coordinating meals, rides and household assistance during stressful life events. Some Steering Committee members and others serve as Connectors to members in need, connecting with other JUC groups and volunteers to provide care.

Caring Visitors – Provide one on one support for JUC members in need of longer term support.

Mental Wellness Advocates focus on mental health issues through education and develop ways for the JUC community to support those dealing with mental illness. A Steering Committee representative serves on the Mental Wellness Advocates team.

Cards Ministry – Greeting cards sent to JUC members for selected Joys and Sorrows

Workshops, retreats and conferences focusing on Pastoral Care topics relevant to the JUC Community

Emergency Financial Assistance

Fund is administered by a group including the Senior Minister, another minister on staff, a PCT co-chair and a lay person delegate.

Memorial Receptions- following memorial services for JUC members and their loved ones.

Pastoral Care Team Steering Committee Members

Attend monthly meetings. Monthly meetings are currently held on the second Thursday of each month, from 9:30am to 11:30am; participate on task forces, maintain healthy confidentiality.

Pastoral Care Team Chair Job

Description

*Compiled April 2010/Revised
September 2013*

Ongoing Communication: Chairs are in a shared ministry with the ministers in support of the mission of pastoral care at JUC. Chairs and one or more ministers connect monthly in person, by phone, or via email.

Pastoral Care Program Development:

Chairs work with the ministers in visioning and development of focused sub-groups supporting the mission of Pastoral Care at JUC. Chairs recruit Pastoral Care Team Coordinators: Associates, Connectors and Cards Ministry.

Monthly PCT Meetings: The chair prepares the monthly meeting agendas, with input from the lead minister for pastoral care and the Group. The other one takes minutes and sends them out to the group within a week of the meeting.

Budget: Minister develops a yearly budget, usually sometime in Feb./March with input from the Pastoral Care Steering Team. Chair sign-off on 'Requests for Payment.'

Annual Report: Minister prepares annual report on PCT activities for the year with input from the Chair/Co-Chairs and the Pastoral Care Steering

Team. This report is included in the Congregational Annual Report, presented at the May congregational meeting and available online.

PCT-sponsored seminars, programs, retreats, and other events: Co-chairs collaborate with one or more ministers and the PCST in planning programs of interest and relevance to the Group and the congregation.

Congregational Care: Co-chairs assist in further developing this area of pastoral care, which includes meals, rides, and JUCeHELPERS.

Emergency Financial Assistance

Fund: One of the co-chairs is designated to be a decision maker concerning requests for the EFAF. JUC ministers, co-chair, and the other designated PCST member email and meet on an 'as needed' basis.

Pastoral Care Liaisons

Pastoral Care Liaisons serve as pastoral points of contact for some church programs, such as the music ministry.

Caring Visitors

Caring Visitors are trained to skillfully handle difficult emotional situations. Associates are commissioned by the ministers. Caring Visitors are paired with one or more individuals to provide long term emotional support. Caring Visitors report concerns to the Visitors Coordinator.

Caring Visitors Coordinator

The Visitors Coordinator maintains a current list of Caring Visitors and the congregant(s) under their care and, in collaboration with ministerial staff, facilitates quarterly training sessions with Caring Visitors.

Pastoral Care Connectors

Connectors serve as the JUC point of contact for a church member or friend experiencing an acute stressful situation in his or her life. Connectors provide emotional support and coordinate logistical support through meal and ride providers and JUCeHelpers.

Connectors regularly update the PCT Care Log (Google Doc) either directly or via the Connectors Coordinator.

Qualities of the ideal Connector:

- A good listener and a sensitive person who respects healthy confidentiality
- Serves the Connectee, and is not seeking an audience for their own life stories.
- Does not pass judgment on the Connectee
- Listens with empathy, and does not try to offer solutions to the Connectee's problems
- Is not a counselor, but does keep his or her ears open for bigger issues that could require referral to a minister

- Checks in regularly with the Connectee for as long as the person needs the support

Pastoral Care Monthly Connectors Coordinator

The Connector Coordinator seeks Connectors for volunteers to serve JUC members experiencing short-term stress. This role rotates monthly among the Connector team, so that no one person is Coordinator for an extended period. The Coordinator updates the PCT Care Log, keeps in touch with active Connectors, prepares a monthly status report for distribution to PCT Steering Committee members, coordinates training with ministers and the Associates Coordinator, keeps the meals and rides providers' lists stored in Google Docs up to date as well as coordinating with the minister for updates to the JUCeHelpers list, which is also used to recruit care providers.

Cards Ministry Coordinator

Recruits JUC members to write cards for Joys and Sorrows and explains expectations, organizes card making sessions, and provides for storage of card making materials.

Card Writers

Card writers send handmade cards of celebration or condolence in response to events reported in the Pastoral Prayer.

Meals Provider

Meals providers have volunteered to prepare and deliver a meal to JUC members or friends. Meals are requested by the Connector.

Rides Provider

Ride providers have volunteered to drive JUC members or friends to daytime appointments or to Sunday services.

Chart Notes

Caring Visitors and Connectors record their interactions using chart notes.

Connectors can log their chart notes at

<http://www.jeffersonunitarian.org/Connectors>

Caring Visitors can log their chart notes at

<http://www.jeffersonunitarian.org/Associates>

Chart notes provide a structure for the visit or conversation. When we assess for the person's sense of community, we're getting information that we can use (perhaps we can ask those people to provide meals, for example), but it also helps the person identify who is in his/her circle of support. When we assess for the person's sense of hope, it invites that person to explore deeper emotions and maybe gain insight which might help him/her identify what action needs to be taken. When we ask about relevant history, this might help the person become aware of the effects of the past, and so gain better

understanding about his/her current emotional state.

Format

Situation

Include the following information:

1. Subject line = person's name/date
2. State referral source
3. Presenting concern
4. Information about the situation

Assessment

The assessment addresses meaning, hope, community and love.

Meaning: how history is affecting the person now. Speaks to what meaning the person might ascribe to current situation

Hope: current emotional/spiritual state

Community: current support

Love: to what extent does the person view the world as a safe, loving place? Does he/she feel gratitude in the midst of sorrow? Speaks to level of resilience

Intervention/response

Name what you did/how person responded

Follow-up

What you will do? What are you asking others to do?

General Guidelines

Be brief:

Each sentence should have a purpose, and probably fall into one of the above categories.

Person-centered:

Notes should honor the worth and dignity of each person. (Not as in hospitals when the medical staff would talk about “the right hip in room 7”!)

Healthy confidentiality:

When writing to the group, do so as if the person might read it. This way, all of us know we’re free to share this info with the caring community in a mindfull way. When writing to a minister you might include things the person isn’t yet consciously aware of or your worries about red-flags.

When writing or speaking about the congregant, do so as if the person might read it or hear it. When writing or speaking to a minister you might include things the person isn’t yet consciously aware of or your worries about red-flags.

JUC Emergency Financial Assistance Fund Guidelines

Purpose of the fund is:

1. to maintain the worth and dignity of JUC members and pledging friends and to empower those needing assistance to work toward financial stability.
2. to assess the situations and needs of the person requesting funds, and suggest potential community resources.
3. to encourage JUC members and pledging friends to ask for help before their circumstances are desperate.
4. to respond to the most basic needs immediately; when possible, to give at least some help on the same day help is requested.
5. to make available grants that are generally intended to be one time per

person, but all requests will be considered on a case-by-case basis.

Emergency needs include:

Food • Shelter • Utilities •
Transportation • Urgent medical care •
Childcare

Pastoral counseling • Scholarships for support groups & JUC workshops / conferences

Who is eligible to receive emergency assistance funds?

JUC members and friends; others, up to \$250, at the discretion of the decision-makers

Who can authorize disbursement of monies from the EFAF?

- Requests and authorization of EFAF monies will be evaluated by the professional ministry team. They shall coordinate with the church business administrator to ensure compliance with all applicable laws and appropriate

professional practice.

Procedures:

1. When a need becomes known, the minister shall communicate with the rest of the decision making team.
2. The person in need will be asked to fill out the EFAF application and submit it back to the minister with primary contact for the situation.
3. Once a decision is made to provide assistance, a request for a check will be provided to the bookkeeper and church business administrator, and the check will typically be issued on the next upcoming Friday. In special cases a check can be issued sooner.
4. Funds will only be dispersed by a check to the entity

owed (Xcel, landlord, auto repair shop), but cash will not be handed out in any circumstance.

5. Recipients may also receive assistance in the form of gift cards for things like groceries and gas to establishments like King Soopers or Safeway.
6. The recipient will be notified of the decision and funds provided.
7. Healthy confidentiality concerning specific recipients of Emergency Financial Assistance Funds will be maintained.

Donations to the EFAF:

The Administrator will inform EFAF group members of donations that are made to the EFAF as they occur.

Guidelines for JUC Memorial Receptions

The JUC Business Administrator will email the lead memorial reception coordinator to inform her of an upcoming memorial service with reception. The coordinators will decide which ones (usually two) will be in charge of the reception. Responsibility for coordinating receptions should be alternated among coordinators. The designated coordinators serve in a leadership role in planning the food, organizing volunteers, and overseeing reception details. The designated coordinators should divide up the duties described below. It's a team effort and coordinators are expected to delegate duties and guide volunteers to setup, serve, and cleanup. The goal is to provide a reception that is a symbol of our generosity and care for the bereaved family.

1. Lead coordinator will contact the church Business Administrator, let her know who will be coordinating the reception.
2. Lead coordinator will call the person who is designated as the Family Representative. Refer to 'Conversation with Family Representative' below.
3. Lead coordinator sends an email to the church Caretaker

regarding the room arrangement for the South Commons, which is dependent on estimated size of crowd.

4. Lead coordinator sends an email to the pool of memorial reception volunteers requesting 4-7 people to help setup, serve, and cleanup; number needed is dependent on projected attendance. Plan assignments for volunteers using 'Reception Logistics' below. Keep a list of who volunteers.
5. If the person being memorialized was active in a particular church group, (choir, committee, etc.), lead coordinator should contact the group's leader to let them know about the reception. Ask if the group is planning any special support for the family or help with the reception.

Points for Conversation with Family Representative:

1. Introduce yourself as the Pastoral Care representative who will be overseeing arrangements for the reception following the service.
2. Ask for an estimate of how many will attend.

3. Explain or re-iterate what JUC will provide for the reception – the family may already know this information from the office administrator.

4. JUC will provide:

- Cookies, punch, water, tea and coffee
- Simple flowers for bud vases for 8-10 seating tables
- Easel for a photo collage and/or table(s) for memorabilia

Note: Purchase cookies at Trader Joe's, King Soopers or Costco, and punch supplies and flowers at King Soopers.

5. The family will provide, if they wish to have them:

- Guest book and flowers at the welcome table
- Flowers for main serving table
- Additional food items (sandwich platters, cheese/crackers, fruit platters, dips/chips, etc.). All items need to arrive ready-to-serve before the service begins. A caterer can also be used. Note: Stellar Catering has served at JUC for many events and is very flexible. Three Tomatoes and Tempting Thyme have also been used.

6. We maintain a neutral position about wine and beer being served. If they ask about serving wine and beer, tell them that they need to handle it. It would be provided by the family, including plastic serving cups, and they need to assign an adult to serve those beverages and be present at the table at all times. A catering staff could also handle this. The serving of hard liquor is discouraged.

7. Ask if they've arranged for ushers – usually two needed, depending on estimated attendance.

8. Allow about 1–1½ hour(s) for receptions before starting to cleanup.

9. The family doesn't have to help with set-up, serving or clean-up for the reception – it is JUC's gift to them in their time of need.

10. If the family would like to contribute money to JUC in honor of the deceased, and they ask for a specific suggestion, mention the church Emergency Financial Assistance Fund as an option.

Reception Logistics:

1. Coordinators should introduce themselves to the family contact

person when they arrive for the memorial service. Inquire if they have any questions or concerns. Of course, ministers will be on hand to offer emotional support.

2. Organize the team of volunteers:
 - Introduce all helpers to each other.
 - Assign jobs! It will keep the reception organized and minimize chaos.
 - Try to limit those in the kitchen to your team of volunteers; politely ask others to vacate the kitchen (or give them a job).
 - Once the memorial service starts, close the kitchen door and serving windows to minimize noise.
3. Two - three people should arrange cookie platters, using white porcelain in kitchen. Include several types on each platter. If any unsolicited food donations arrive, serve them in the best way possible.
4. Usually one person is responsible for arranging flowers in bud vases for seating tables.
5. One volunteer should be assigned to handle warm beverages. Start coffee, both regular and decaf, half way through the memorial service. Coffee, tea and condiments are served from the coffee counter.

Heat tea water in designated electric pot, pour into black insulated serving urn and place on far right of counter.

6. Two volunteers should be assigned to handle cold beverages. Pitchers of water, cups and 1-2 plates of cookies are set on table under the left serving window. The punch table is usually set up with one bowl, serving ladle on a plate and cups, to the right of the coffee counter. If a large crowd is expected, set-up a second punch table near the patio door for easy access. Shortly before reception begins, place ice and punch makings in bowl. Extra punch makings are kept in the fridge, but can be temporarily stored under a table for easy access during the reception.
7. Place a tray with two pitchers of ice water and cups where it is accessible in the welcome table area. Someone should be assigned to serve cups of water to family members while they are greeting guests following the service.
8. Organization of tables and food placement:
 - Cover food tables with white tablecloths that are used only for memorial receptions. Use place silver place mats with bud vases on seating tables.

- Paper plates and napkins are placed at both ends of the food tables.
 - If flowers are provided, place them in center of table.
 - Use creativity in placement of cookie platters on tables.
 - When larger crowds are expected, set-up several individual tables with food instead of one long table down the middle. Use your judgment!
9. Designate two - three volunteers to help serve during the reception, replacing platters and keeping the tables tidy.
10. During the reception, coordinators should direct traffic flow as needed, encouraging guests to start at both ends of table.
11. Clean up usually starts about 60-90 minutes after reception begins. 3-4 will be needed for clean-up; sometimes extras volunteer to help at the end.
- Start by clearing the tables and packaging the food, then putting away beverages.
 - Begin washing platters, placing some items in dishwasher.
 - Put away tables, unless they are to be left up for a subsequent event.
 - Unless maintenance staff is coming in, volunteers are responsible for vacuuming

So. Commons and taking out garbage.

12. The family needs to take home any leftover food, except for cookies provided by JUC – they should be marked “Memorial Receptions’ and placed in the JUC freezer for future needs. Key to freezer is hanging inside the small electrical box above it. Caution: grasp key carefully when lifting off hook – problematic if it falls behind freezer!

13. Before the service, someone should check to make sure there are sufficient tissue boxes available in sanctuary, and reception area, and paper products in restrooms.

Memorial Reception Storage Cabinet:

The memorial reception storage cabinet is located in the main floor storage room, at the end of the cabinets, lower one with a combination lock. Contact the Lead Coordinator for details.

Supplies in Storage Cabinet:

Tablecloths:

2 large off-white; 1 medium off-white; 3 back-up cloths (2 ovals and 1 large rectangular - all beige) in a large plastic storage box. There are two large green cloths that can be used on memorabilia and/or water serving table.

Note: Following each reception, a designated coordinator should take the tablecloths home in the storage box to launder and return to the cabinet as soon as possible. If they are dried on permanent press setting, using 1-2 softener sheets, they don't require any ironing.

Platters:

Use the collection of white various porcelain platters in the kitchen. There are a few round silver-plated ones in the cabinet, if needed.

Table décor:

10 plastic silver-colored place mats are available to use on seating tables. Eight bud vases and flower arrangement marbles are available.

Miscellaneous:

Two punch ladles are available and should always be returned to the

cabinet. There is a small supply of Ziploc bags to use for storing surplus cookies in freezer. There is metal can with votive candles & holders that could be used.

Publications

PASTORAL CARE

How JUCers Care For Each Other

The Pastoral Care Team (PCT) coordinates care for our members and friends who are experiencing significant life transitions, illness or loss. Led by chair/co-chair, the PCT works closely with the ministers in meeting the pastoral care needs of our congregation.

See contact information on back.

Pastoral Counseling & Emotional Support

During times of loss and stressful events that accompany life transitions, a listening ear can help. Call the church office to speak with a minister or to leave a private, confidential message asking to be contacted or email cares@jeffersonunitarian.org. You may fill out a referral card located in the back of each pew. Place the card in the box at the back of the sanctuary.

Pastoral Prayer

To have your illness or loss mentioned or to share good news with the congregation in the pastoral prayer during worship services, *call the church office, 303-279-5282, or email cares@jeffersonunitarian.org.*

Connectors

Connectors reach out to congregants in times of a stressful life event to listen, and to determine needs such as meals or transportation.

Caring Visitors

Caring Visitors have additional training and are commissioned by our ministers to provide long term support for congregants.

Memorial Services & Memorial Receptions

The ministers and staff of JUC are available to help plan and conduct memorial services on behalf of members and friends.

JUC volunteers can coordinate and serve a reception following a memorial service for your loved one. *Call the church office or email cares@jeffersonunitarian.org.*

Mental Wellness Advocates

This group focuses on issues related to mental health by raising awareness and developing ways for the JUC community to support those dealing with a mental illness themselves or a family member or friend.

Emergency Financial Assistance Fund

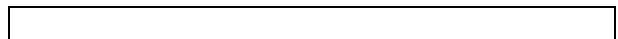
Limited funds can be provided to help with food, housing/utilities, transportation, emergency medical costs and child care. Scholarships are available to defray the cost of materials for any JUC classes. *Contact a Pastoral Care Team Co-Chair.*

Pastoral Care Resource Directory

Found on the JUC website (<http://www.jeffersonunitarian.org/Help>) under 'Get Involved – Pastoral Care - Help', this directory lists provides connection to the 211 program in Colorado. It contains a searchable database including a wide range of information about resources that a person in a challenging situation may need, from rental assistance to bus fare to mental health care to substance abuse to medical care and much more.

Pastoral Care Life Decisions Directory

Found on the JUC website, (<http://www.jeffersonunitarian.org/LifeDecisions>), under 'Get Involved – Pastoral Care – Life Decisions', this is a resource directory for people facing issues around death and dying. It includes a form members can fill out to help the church better care for you and your survivors at the end of life and after death. It also includes links to other important resources, like Senior Law Day, The Conversation Project, guidebooks from the National Institute on Aging, and much, much more.



Become a Pastoral Care Volunteer!

Join JUCeHELPERS, the email group of JUC volunteers who are sent occasional requests for help with household services, lending of medical equipment or provision of an occasional meal or ride. To be added to this email group, contact Rev. Eric Banner, ericbanner@jeffersonunitarian.org.

Contact Information:

JUC

Office.....303-279-5282

***Pastoral Care email:**

cares@jeffersonunitarian.org

***Pastoral Care on-call minister**

720-church9 or 720-248-7249

Pastoral Care Team Chair.....

**Note: the Pastoral Care email and Pastoral Care phone line are accessed by ministers only and information is confidential.*

12/2013

New Member Letter

Dear [insert member name]

On behalf of the **Pastoral Care Team**, we would like to welcome you as a new member of Jefferson Unitarian Church. Some people wonder what this group does, so we would like to share a little information about us.

First of all, if you have a need for personal and spiritual support, please contact one of ministers by calling our Pastoral Care phone line (only ministers have access) 720-church9 or 720-248-7249 or emailing cares@jeffersonunitarian.org

Logistical Support

If you are looking for a 'once in a while' way to volunteer within the JUC community, consider adding your name to the list of people willing to prepare an occasional meal for those in our church community who are going through a stressful time because of an illness, death, or a new baby--if you enjoy cooking, that is. Some people volunteer to provide a ride to church or to a medical appointment for a church member who is unable to drive. If you'd like to be on a list for meals or rides, please contact one of the co-chairs.

Seminars / Workshops / Conferences

Pastoral Care also presents seminars, workshops, and conferences on topics such as depression, mental wellness, grief, and addictions.

Support Groups / Memorial Receptions

Currently, we sponsor and help facilitate the Mental Wellness Advocates. There is a support group for people facing chronic or terminal illnesses, and you can find out more about their meeting times by contacting the church office, 303-279-5282. We also coordinate memorial receptions to follow memorial services for our members or their loved ones.

We work to help members of our large community take care of each other. Please look for us at church so that we can say hello!

JUCeHelpers

Pastoral Care has an email group called **JUCeHelpers** to which we occasionally post a request for some kind of help for a church member. This might be something to borrow, such as medical equipment, or helping someone with yard care after surgery. People in the group respond to the posting only if they can help. To join this email group, please send a message to Rev. Eric Banner, ericbanner@jeffersonunitarian.org