



# Guidelines Document

## Member Care

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The following document provides guidelines and processes to be followed by the member care team

Last Updated: August 2019

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### ***Vision***

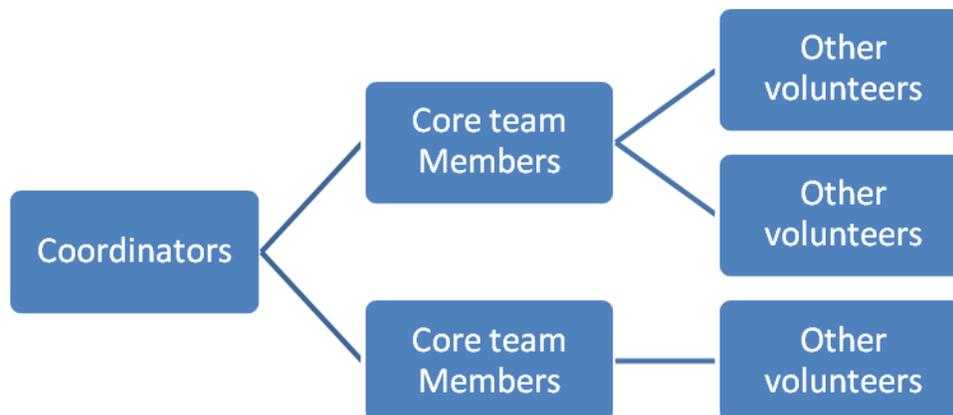
The vision of the member care team is to extend care to all the members of the church and to enable each member to get connected with the other members.

### ***Mission***

The member care team exists to connect and be in touch with all the members in order to extend physical help and prayer support during times of crises, emergencies and bereavement.

### ***Team***

The member care team of each location comprises of Member Care Coordinators, the Core Team Members and other willing volunteers.



The member care coordinators and the respective teams of locations report to the ***Member Care & Life Group Coordinator*** who is a full-time staff of the church.

### ***Roles & tasks***

#### ***One phone Call:***

Every church member who is listed in the church directory gets one phone call every month from the member care team. The call is made to keep in touch with the members, pray with them and to suggest avenues of help if there are needs – counselling, pastoral visit, etc.

The calls are brief and courteous ensuring that it's convenient for the members.

- 1) The member care coordinator of each location assigns each caller a list of names (max. of 10 names)



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- 2) The caller calls each person on his/her list for that month taking note to wish them on their birthdays and anniversaries if they are happening in that month.
- 3) If the member shares any prayer needs, the caller prays for that need during the call. And after checking if it is ok, the prayer request may be shared with the member care team for continued prayer.
- 4) If there are any challenges that the member is facing – marriage, career, parenting, finances, etc., the caller should not get into any counselling but refer the member to the pastor of the church location or Chrysalis counselling – the counselling ministry of APC.
- 5) All the calls are to be completed within that calendar month and the call report given to the member care coordinator who will then pass it on to the Member care & LG coordinator.

### ***Birthday & Anniversary Cards***

Birthday and Anniversary cards are organised to be sent from the church office to all the members in the church directory. The member care & LG coordinator oversees this task.

### ***Hospital & house visits - sickness, emergencies.***

- 1) The member care coordinator will share requests for house/hospital visits from time to time to the team.
- 2) The team members can then plan and visit to pray and help in some practical ways.
- 3) The team members are to update the coordinator after the visit.

### ***Bereavement & Funeral Proceedings***

On receiving information on death, kindly pass on the information to the coordinator and the pastor of the location.

The team members will then call and visit the family immediately.

Once at the house, the team members can do the following:

- 1) Enquire about the happenings, while being mindful & sensitive to the emotional state of the family members
- 2) Pray with the family members, read appropriate scripture, take the APC publication 'A Real Place Called Heaven' and leave some copies in the house for the family to read.
- 3) Find out and help with cooking, cleaning, getting some refreshments.
- 4) Find out and help with regard to coordinating with the undertaker to preserve the body till burial (mortuary, freezer box) and ordering of coffin
- 5) Collect and pass on to the coordinator the full name, age & if possible E-Photo of the deceased member, funeral date & location. This will help compile mail that is to be sent to all church members.