



*St. Francis in the Fields
Episcopal Church*

PASTORAL CARE

VOLUNTEER INFORMATION AND GUIDE



ST. FRANCIS
IN THE FIELDS
EPISCOPAL CHURCH

PASTORAL CARE

ANNUAL PARISH REPORT 2023

Our caring clergy with support from our many dedicated volunteers continue to reach out to members of our parish family by providing pastoral care in their time of need. With Raleigh Langley working tirelessly at the helm, clergy and 76 volunteers touched the lives of our parishioners through the following ongoing ministries.

This year Father Clint hosted our first "Cocktails and Conversation" under the able leadership of Laura King. Twelve parishioners living on the Masonic Home campus met to connect with each other and with Fr. Clint. Time was allotted for attendees to ask Father Clint questions and to hear about updates at church. It was a great success. The gathering was another opportunity for Fr. Clint to deepen relationships and become aware of any needs those in attendance wanted to share. Further events like this one will be scheduled in 2024 where clusters of parishioners are in planned living communities.

As our church family continues to grow, our systems have become increasingly important. Raleigh Langley guides Marianne Reutlinger and Kathy Foster with wisdom, compassion and joy in their team effort to build strong connections between the work of the clergy and the parish ministry programs and volunteers. One important focus is helping to track and organize pastoral care to keep the team on the same page. This has been accomplished most recently through the use of a new software system called Notebird, which is used to disseminate information in a timely manner when needs arise.

How does this system work?

- Clergy or ministry heads become aware of a pastoral care need.
- They input the information in Notebird, an app that is seen confidentially by select staff and administrators.
- When applicable, the appropriate ministry head (meals, flowers, cards, visits, etc.) is contacted and your church family begins to support the parishioner in need. That information is added to Notebird so the clergy know that the volunteers are reaching out through their ministries.

How should you participate in pastoral care as part of our church family?

- Let us know when you or another parishioner is in need. Asking for help is hard, but that is what families do—they help each other.
- If you have a heart for this ministry, volunteer. We have multiple ways you can contribute, from delivering flowers, to making visits, to writing cards, to delivering a meal to someone. We have seasoned volunteers who can train you if you are inexperienced and share the joy they receive from this beautiful ministry.
- Spread the word about pastoral care. We have lots of new families and we want them to know there is support and care when they need it.

PASTORAL CARE COUNCIL MEMBERS

Pastoral Care Coordinators

Kathy Foster (kathydorseyfoster@gmail.com)

Marianne Reutlinger (mariannereutlinger@gmail.com)

Clergy

The Rev. Raleigh Langley (raleighstf@aol.com)/The Rev. Chuck Ellestad (chucke@sfitf.org)

Lay Eucharistic Visitors

Julie Allen (jallen0209@gmail.com)

Lay Hospital Visitors

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Lay Visitors

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Flower Ministry

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Meal Ministry

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Grief Support Ministry

Bonnie Turner (bonnieaturner45@gmail.com)

Cards of Encouragement Ministry

Mary Harris (mharrislk@gmail.com)

Holding Cross Ministry

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Prayer Blanket Ministry

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Daughters of the King

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Brotherhood of St. Andrew

John Groth (jgroth15@hotmail.com)

PASTORAL CARE COORDINATORS DUTIES

Pastoral Care Coordinators serve as liaisons between the clergy and pastoral care volunteers. The main vehicle of communication is Notebird, a web-based tool where clergy, staff and lay pastoral volunteers document important information about the parishioners they are ministering to and share them with each other.

Pastoral Care Coordinators:

1. Keep track of prayer requests and work with clergy to update and send out periodic prayer request lists to prayer chain members and when appropriate to DOK and BOSA.
2. Give input from pastoral care volunteers to clergy to collaboratively ascertain goals for each year and meet regularly with the clergy in charge of Pastoral Care to carry out short and long-term goals for their programs and volunteers.
3. Work with clergy to plan annual calendar events including regular meetings with clergy and volunteers. Plan the agendas for the meetings after seeking input from clergy and volunteers (see attached calendar).
4. Work with clergy, BOSA, DOK, and pastoral care volunteers to annually review and evaluate ministries and programs to address ways to strengthen each.
5. Work with clergy and Ministry Heads to determine the need for volunteers and help fill those positions. Provide training and procedures for new volunteers.
6. Work with clergy to write article for the annual report and quarterly reports for the Vestry.
7. Collaborate with the head of the office staff and pastoral care volunteers to create a list of recipients for Easter lilies, Christmas poinsettias, and Valentine's gifts.
8. Review membership list annually along with clergy and pastoral care volunteers to match lay volunteers to parishioners who might need visits or calls with the goal for those parishioners to have a contact person who follows and reports their needs as necessary.
9. Develop annual budget with clergy.
10. Send ministry staff and pastoral care volunteers a report of the weekly documented interactions from Notebird.
11. Update list of retirement/nursing home residents.
12. Collaborate with clergy to match clergy/parishioner visits/calls.

PASTORAL CARE COORDINATOR

DAILY DUTIES

1. Check Notebird or email throughout the day for any posts regarding clergy or lay interactions with parishioners.
2. If Notebird post requests prayers for a parishioner, send out prayer request to prayer chain members.
3. Send out prayer requests that come from the office or parishioners to prayer chain members.
4. If Notebird post notes a clergy visit or call is warranted, notify clergy.
5. If Notebird post notes an illness or surgery:
 - a. Notify Meals Ministry Head to call parishioner or family member to offer meals.
 - b. Notify Cards Ministry to send appropriate card.
 - c. Notify Holding Cross Ministry Head to send a holding cross if appropriate.
 - d. Notify clergy or lay volunteer to take a prayer blanket if appropriate.
 - e. Notify Flower Ministry Head to add parishioner to the list to receive altar flowers.
6. If Notebird post notes the death of a parishioner or family member of a parishioner:
 - a. Notify Meals Ministry Head to call parishioner or family member to offer meals.
 - b. Notify Cards Ministry to send appropriate card.
 - c. Notify Holding Cross Ministry Head to send a holding cross if appropriate.
 - d. Notify Flower Ministry Head to add parishioner to the list to receive altar flowers
 - e. Notify Grief Ministry Head to add parishioner to the list to receive Grief Books.
7. Input notifications from ministry volunteers about any interactions with parishioners on Notebird.

PASTORAL CARE MINISTRIES

Lay Eucharistic Visitor

A Eucharistic Visitor is a lay person authorized to take the consecrated elements of bread and wine to those who by reason of illness or infirmity are unable to be present at the Celebration of the Eucharist. The Eucharistic Visitor is the pastoral representative of the reconciling love of God and a reminder of the community's care and concern for their brother or sister in Christ.

Lay Hospital Visitors

St. Francis clergy and trained lay hospital visitors are an extension of the love, comfort and compassion of Jesus Christ to those who are hospitalized. Visiting fellow parishioners in the hospital provides support and encouragement to those facing challenging, and oftentimes unknown and frightening circumstances.

Lay Visitors

Trained lay pastoral care visitors reach out to those in our church community who are unable to attend services. This act of love and friendship is an inroad to hearts and lives. Visitation lets people who are homebound, living in nursing homes, assisted care facilities or recovering from an illness know their church family cares for them.

Prayer Ministry

St. Francis is blessed with a team of compassionate clergy and laity who pray with faith in both God's ability and willingness to act. The Prayer Ministry offers a place for people to seek prayer and intercession and stands ready to intercede with people by invoking the presence and power of the Holy Spirit for any kind of need - emotional, spiritual, relational or physical.

Meal Ministry

We care for the needs of our church community by providing meals to those either experiencing life's challenging or joyful times - loss of a loved one, birth of a child, sickness or surgery. We believe the meal giver is as blessed as the recipient.

Flower Ministry

Following Sunday services, altar flowers are delivered to the ill, the homebound or those celebrating a special occasion. A group of lay visitors reaches out to express and underscore the concern and care of their community to one of their own with this beautiful expression.

PASTORAL CARE MINISTRIES

Funeral Coordination Ministry

Our clergy, staff and funeral coordinator are here to assist those during their time of loss and grief with prayer and support. They will journey with the grieving during this difficult time and give guidance concerning the decisions that will need to be made regarding arrangements for the visitation, funeral or memorial service and reception.

Grief Support Ministry

St. Francis has a heart for the hurting. Our clergy and lay pastoral care visitors share the love of Christ by providing support to those grieving the death of a loved one. These compassionate individuals reach out in this difficult season of life to provide words of encouragement, a listening ear, help and information in understanding the grief process and care when needed most.

Notes/Cards of Encouragement Ministry

To lift up members of our church family, St. Francis sends notes and cards of encouragement to those in times of pain, sorrow and suffering as well as times of joy and celebration. We choose specially selected Scripture verses which remind us all of the of the Good News of God's love and faithfulness in all seasons of life. This ministry works in tandem with calls and personal visits to underscore that each member is valued, remembered and important to us all.

Holding Cross Ministry

St. Francis is dedicated to praying and caring for those in need. As a symbol of our faithfulness in prayer and reliance on Jesus Christ, we have established a Holding Cross Ministry. The Holding Cross, a smooth olive wood cross is made to fit comfortably in the palm of one's hand. It may be given to parishioners in need by clergy or members of the Pastoral Care Team.

Prayer Blanket Ministry

Prayer blankets are prayed over by clergy and given to people in need of comfort, solace, love and spiritual strength. They can be used for the hurting, the ill, those undergoing medical procedures, those who have lost a loved one and for those under any kind of stress.

LAY EUCHARISTIC VISITOR

Overview

A Lay Eucharistic Visitor is a lay person authorized to take the consecrated elements to members of the congregation who, by reason of illness or infirmity, are unable to be present at the Celebration. A Lay Eucharistic Visitor should normally act under the direction of a Deacon, if any, or otherwise, a member of the Clergy or other leader exercising oversight of the congregation. Prior to licensing, the individual expecting to receive the license must complete Lay Eucharistic Visitor Training conducted by their respective Rector/Priest-in-Charge.

Suggested Guidelines

Showing Up

- Call ahead to arrange a convenient time to visit.
- Be certain the one you are visiting has your phone number as circumstances may change.
- If in the hospital or nursing/rehab center, check in first at the nurses station.
- Knock before entering the room.
- Identify yourself to who is there and thank them for the opportunity to visit.
- Find a chair at the level of your patient. Do not sit on the bed.

Opening Up

- You might have an opening question such as “How is today going?” or “Tell me how you are feeling.” Be sure to make eye contact.

Be Caring and Comforting

- Take time with the patient and/or family.
- Touch conveys caring such as holding a hand, touching a shoulder or giving a hug if appropriate.
- Caring and love convey more than words.
- Caring builds trust.

Convey Hope

- There is always hope on many levels.
- Hope is anchored in reality – a little less pain, a painless quasi-moment, less anxiety, a quiet nap – hope at the last.
- Perfect opportunity for prayer whether spontaneous or familiar.

LAY EUCHARISTIC VISITOR

Suggested Guidelines Continued

Departure

- Observe body language and do not stay too long (10-15 minutes or longer if invited).
- Leave them with a prayer folder, Sunday bulletin and prayer angel, holding cross, or pastoral care brochure.
- If you make a plan for a future visit, be sure to confirm and follow through.

Thank you for your participation. This is a very important ministry

Confidentiality

Everything is confidential in the Pastoral Care Ministry unless it is agreed it can be shared.

LAY VISITOR

Overview

We believe that the Gospel calls us all into relationship with God and one another. This type of visit helps those who don't get to church regularly or who live alone or in a nursing home and are elderly and don't have much socialization to keep connected with our faith community, continue in relationship with a person of faith, and keep connected to God through the love and caring of parishioners from St. Francis.

Suggested Guidelines

Showing Up

- Call ahead to arrange a convenient time to visit.
- Be certain the one you are visiting has your phone number as circumstances may change.
- If in the hospital or nursing/rehab center, check in first at the nurses station.
- Knock before entering the room.
- Identify yourself to who is there and thank them for the opportunity to visit.
- Find a chair at the level of your patient. Do not sit on the bed.

Opening Conversation

- For the initial visit explain what the Pastoral Care Ministry is and how you became involved.
- Ask easy questions at first to determine the level of conversation they are up to. How long have they lived where they are? How long have they been at St. Francis? Where did they grow up?
- Ask if they would like a clergy visit.
- After the first visit you might have an opening question such as "How is today going?" or "Tell me how you're feeling today."

Be a Good Listener

- This is the biggest part of your visit.
- Accept the patient/family where they are and not where you might think they should be.
- Reflect back on what they are saying. "I hear you saying...", "How does that make you feel?"
- Refer any medical concerns to staff via the family or the patient.

LAY VISITOR

Suggested Guidelines Continued

Be Caring and Comforting

- Take time with the patient and/or family.
- Touch conveys caring such as holding a hand, touching a shoulder or giving a hug if appropriate.
- Caring and love convey more than words.
- Caring builds trust.

Convey Hope

- There is always hope on many levels.
- Hope is anchored in reality – a little less pain, a painless quasi-moment, less anxiety, a quiet nap – hope at the last.
- Perfect opportunity for prayer whether spontaneous or familiar.

After a Couple of Visits

- Find out if they have any hobbies – puzzles, reading, playing cards, watching sports (magazines are great to take). Plan your visit around watching a sport or other TV program, doing a puzzle together or playing cards.

Departure

- Observe body language and do not stay too long (10-15 minutes or longer if invited).
- Leave them with a prayer folder, Sunday bulletin, prayer angel, holding cross, or pastoral care brochure.
- If you make a plan for a future visit, be sure to confirm and follow through.

Thank you for your participation. This is a very important ministry

Confidentiality

Everything is confidential in the Pastoral Care Ministry unless it is agreed it can be shared.

NOTES/CARDS OF ENCOURAGEMENT MINISTRY

Overview

To lift up members of our church family, St. Francis sends notes and/or makes calls to them in times of pain, sorrow and suffering as well as times of joy and celebration. We choose specially selected Scripture verses which remind us all of the Good News of God's love and faithfulness in all seasons of life. This ministry works in tandem with personal visits to underscore that each member is valued, remembered and important to us all.

Who do we reach out to?

- Parishioners who are sick, in the hospital, having surgery, or confined at home.
- Parishioners who have lost a loved one.
- Parishioners no longer attending church services because of a health problem or who may feel disconnected for other reasons.

Procedure

- Names, addresses, and phone numbers will be provided.
- Ministry head will buy the cards and stamps and provide receipts to the church accountant for reimbursement.
- Cards should be signed with your name and "your St. Francis friend" or whatever seems appropriate.
- Pastoral Care Information Form should be filled out to record name, date of contact and any other pertinent information.
- Information Form is then passed on to Pastoral Care Coordinator.

MEAL MINISTRY

Overview

We care for the needs of our church community by providing meals to those either experiencing life's challenging or joyful times - loss of a loved one, birth of a child, sickness or surgery. We believe the meal giver is as blessed as the recipient.

Procedures for Parishioners

A call from a parishioner comes into St. Francis to the church office for meal requests or the Pastoral Care Coordinator is notified:

- Staff or Pastoral Care Coordinator sends the information on to the Meal Ministry Coordinator.
- MMC calls the recipient and asks if it is a good time to talk and how we might fulfill their family's meal needs. MMC asks for their information - name, address, quantity, food allergies, food preferences, meal frequency, time for delivery, delivery place, e.g., front, back, side door or possibly outside cooler, and takes any other instructions.
- MMC fills in themealtrain.com website with all the recipient's information.
- A group email is sent to the Meal Ministry volunteers with the meal request by the MMC.
- Volunteers will fill the meal needs according to the website information.
- MMC notifies the PCC that the meal train has been sent out.
- MMC will check back at the appropriate time for any follow-up with the recipient.

Procedures for Volunteers

- Volunteers will receive an email from MMC for meal request for the parish family.
- Click the website link Themealtrain.com.
- Fill out the instructions.
- Go to the website calendar, pick your day and write what food you are bringing and quantity needed. Choose if you are taking or buying for the family and find out when and where it is to be left. So dishes aren't duplicated, you will be able to see what other meals are being brought.
- Volunteer takes it in disposable containers at the time indicated to the home and fulfills any other instructions.
- If the meal volunteer should happen to receive further information pertinent to the needs of the family they are serving, they should relay it back to the MMC, and she will get the information to the appropriate PCC or clergy.

FLOWER MINISTRY

Overview

The Flower Delivery Ministry takes the altar flowers from the sanctuary every Sunday and breaks them down into several smaller arrangements to take to St. Francis parishioners who are ill, recovering from an illness or surgery, or have suffered the loss of a loved one. A flower deliverer will be responsible for creating an arrangement, choosing a parishioner from the delivery board in the flower room and delivering those flowers to the given address. This is a simple ministry that provides care and contact to parishioners of all ages and walks of life.

Scheduling

You will be added to the Ministry Scheduler Pro system to be scheduled for weekly flower delivery. You will receive email reminders on your week to serve. You can see the live, up-to-date ministry schedule at <https://www.stfrancisinthefields.org/serve/ministry-volunteer-resources/>. Click on Ministry Volunteer Resources then Live Volunteer Schedule. If you are not available to serve that week, you can request a sub from the reminder email that will notify the available deliverers that a position is available. You are also welcome to fill an open position when you receive emails from other deliverers. To be set up in the system, please contact Karen Enderle in the church office (karene@sfitf.org).

Making Sunday Arrangements

Danny Morrison, the Director of Facilities, will take the flowers from the sanctuary after the last Sunday service (either 10:00 a.m. or 11:15 a.m.) and place them in the flower room where the flower arrangements are made. Vases are kept in the white cabinet. Scissors and clippers are in the drawer to the right of the sink. Please use the large trash can to discard any stems or leaves. The two urns should have enough flowers for two to three arrangements.

The names of the recipients along with directions to their residence, a flower card and a weekly service leaflet will be attached to the flower board. Please select one of the names and sign the delivery sheet.

FLOWER MINISTRY

Delivery

Please call ahead to be sure that someone will be available to receive your delivery. Address, phone number and directions are included for your convenience. Additional information including the reason for the visit will be listed on the delivery sheet so the deliverer knows the occasion for the delivery.

A visit need not be long, but please let them know that their church family is thinking and praying for them.

If the recipient is not available, please leave the arrangement in a safe place such as the front desk at a rehab center or on the front porch if the individual is not available or at home.

Who

- Current Homebound List.
- Special Appreciation for Parishioners who have contributed to St Francis in service to the Church.
- Parishioner Special Occasions (landmark birthdays or anniversaries, births, etc).
- Parishioners who are sick/in the hospital/having surgery.
- Parishioners who have lost a loved one. (typically wait a few weeks and send flowers as there is usually an abundance of flowers at the funeral).
- Parishioners who need encouragement.

How

- PC Coordinator will determine the names of the recipients (2 per week) and notify Karen Enderle on Tuesday.

GRIEF SUPPORT MINISTRY

Overview

St. Francis has a heart for the hurting. Our clergy and Lay Visitors share the love of Christ by providing support to those grieving the death of a loved one. These compassionate individuals reach out in this difficult season of life to provide words of encouragement, a listening ear, help and information in understanding the grief process and care when needed most.

Four books dealing with death and grief will be sent to the bereaved family of the St. Francis parishioner. The first one is sent three weeks after loss, the second, three months later, the third six months from date of loss, and the fourth eleven months after the loss of the loved one. Each book will be accompanied by a letter from clergy appropriate to that book. The letter will be chosen from the suggested letters in the grief book packets which are located in the bottom credenza drawer next to the volunteer desk in the reception area. The Grief Support Ministry Head will send the books and letters.

Book Titles

1. A Time to Grieve
2. Experiencing Greif
3. Finding Hope and Healing
4. Rebuilding and Remembering

Procedures

Pastoral Care Coordinator contacts Grief Support Ministry Head with name of deceased, date of death and name and address of the family to whom the grief books will be sent.

Ministry Head will:

1. Fill out the grief book log with appropriate information.
2. Fill out the dates the books and letters are to be sent out.
3. Initial and date of the book and letter.
4. Send book 1 and letter out and complete book 2, 3 and 4 on the appropriate dates.
5. Leave the completed list in the grief book booklet or binder in the drawer.
6. Keep supply of books in the drawer and order when needed.
7. Post on Notebird when grief books are mailed.

HOLDING CROSS MINISTRY

Overview

St. Francis is dedicated to praying and caring for those in need. As a symbol of our faithfulness in prayer and reliance on Jesus Christ, we have established a Holding Cross Ministry. The Holding Cross, a smooth olive wood cross, is made to fit comfortably in the palm of one's hand. It may be given to parishioners in need by clergy or members of the Pastoral Care Team.

Guidelines

- Pastoral Care Coordinator may request the ministry head mail out or hand deliver a holding cross. Pastoral Care volunteers may also give crosses when appropriate. Notebird should be checked before cross is given to avoid duplication, and each cross given should then be entered in the system.
- Holding crosses are kept in the credenza in the reception area of the office.
- A handwritten note or prayer brochure should be included with the holding cross.

PRAYER BLANKET MINISTRY

Overview

Prayer blankets are prayed over by clergy and given to people in need of comfort, solace, love and spiritual strength. They can be used for the hurting, the ill, those undergoing medical procedures, those who have lost a loved one and for those under any kind of stress.

Guidelines for Prayer Blanket Ministry Head

- Pastoral Care Coordinator may request the ministry head hand deliver a prayer blanket. Pastoral Care volunteers may also give blankets when appropriate. Notebird should be checked before prayer blanket is given to avoid duplication, and if delivered by a pastoral care volunteer, ministry head should be notified so that it can be entered in the system.
- Prayer blankets are kept in the credenza in the reception area of the office.
- A poem is included with the prayer blanket, but a handwritten note or prayer brochure can also be given.