

UUAA Annual Report 2020

TEAM: Pastoral Care

REPORT AUTHOR: Quiana Perkins- Pastoral Care Coordinator

Current Pastoral Care team: Karl Sikkenga, Donna Clark, Sandy Breck, Priscilla Spencer, Julie Dybdahl, JB Hillbert, Sherry McCargar (Judy Marks resigned in Jan 2020)

Visitors: Sandy Breck, Sara Gibson, Joan Burleigh, Meredith Ley

Newly trained short term visitors: Jan Capin, Kate Moore, Diane Downer, Cheryl Barget

TEAM DESCRIPTION: Pastoral Care is the embodiment of the love we share for each other, encompassing times of need and joy. The Pastoral Care Team remains in constant communication to hear and address the varied needs of community members. Using the network of congregants to engage directly when appropriate, and calling on ministerial support to assist when needed/ requested.

HIGHLIGHTS May 1 2019- April 30 2020:

In May of 2019 we introduced the Pastoral Care Network was introduced to the Congregation. This network approach combines the skills and strengths of the ministerial team and the congregation to provide assistance in times of need and joy. A key element of the network is congregant to congregant care (congregants offering help to each other). Quiana Perkins, Pastoral Care Coordinator, along with the Pastoral Care Team manage the system, connecting those who need help with those willing to assist.

Over the course of the program year, the PC Team was able to answer the care requests in the following areas:

- Cards- over 100 sent from the team
- Rides- We have answered 9 ride requests with 2 of those being ongoing for close to 1 year.
- Meals- we have been able to provide meals for 5 community members; one was a long term train for member recovering from cancer that lasted for 4 months.
- Calls- Although we do calls and follow up calls, we have not yet to develop an efficient tracking system
- Visits- We have a 5-member team dedicated to visits. They have 10 consistent visiting partnerships.
- **TRAINED ADDITIONAL VOLUNTEERS**

Based on feedback from the community, we trained 5 more visitors that can focus on short term visiting requests. These volunteers have a background as care professionals- nurse, therapist, social workers. They will be called on to visit those in long term hospital stays, short term rehabilitation and other appropriate situations.

NOTE: These numbers do reflect times when congregants have responded to care requests communicated in the PC News. Nor does it reflect the staff's role as pastoral care providers.

COVID-19

In response to COVID-19, Pastoral Care team:

- Continue answer to care request- we have not changed how we respond to care requests; when a person is in need, they can still reach PC through all the channels, after an initial assessment, a care plan is created and cared out with the person in need.
- Established a Q (uarantine) Buddies- A Q Buddy is a congregant who is willing to be a quarantine buddy with a HELD CLOSE member of the community. We are asking for Q Buddies to check their buddy 1-2 times per week via phone, provide some social connection and communicate with the Pastoral Care team if the person requires additional care. This campaign matched ** 25 people to be in weekly communication. We have also sent biweekly check in emails with suggestions on questions and activities for buddies. The campaign has been a success.
- PC Call Hours- Monday at 11:00 am and Wednesday at 6:00, PC offers an hour of spiritual and emotional support to those in need. If needed, on Monday there is a special ritual for grief and loss for those we have lost the week before. These hours are posted in the PC News, in the Spiritual Connection weekly communication and displayed on the screen after Sunday Service.

FUTURE:

We plan to continue to respond as needed to request, dedicate time to strengthening tracking systems for calls and cards. Once in person gatherings resume, we will still maintain 1 hour of online PC Call hours.