



# CENTRAL UNITED CHURCH



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## CONGREGATIONAL CARE TEAM

*Look after yourselves and everyone the Holy Spirit has placed in your care.  
Be like shepherds to God's church.*

*Acts 20:28(NRSV)*

### THEOLOGICAL RATIONALE

Congregational care is a core ministry of Central United Church (Central). Offering warm hospitality, compassionate concern, assistance, support, nurture and prayer to our Central family and the community at large is at the heart of what it means to be Christian. As Christians, we are called to shepherd God's flock that is in the circle of our care and to build up one another in our daily lives. We are commanded to *love one another* (John 15:12), *pray for one another* (James 5:16) and *bear one another's burdens* (Galatians 6:2).

Congregational care at Central is a ministry of the whole church community, as we seek to live out our faith by continually reaching out by offering a caring, respectful presence to all. In so doing, we recognize our interconnectedness as God's people and the inherent worth and dignity of each person.

The Congregational Care Team (Team) is responsible for oversight of all pastoral care offered by Central and works in collaboration with the Minister(s) of the Community of Faith (COF). The work of the Team includes: connecting with people in the congregation who are in crisis and need support; informing staff members of any needs that are expressed by people within the community and beyond the community; embracing all who need our healing love; celebrating, in a multitude of ways, the life that God has given to all of us.

The Chair or Co-Chairs of the Team gain access to the church database through the Office Administrator, to gather personal information about congregants (e.g., birthdays, anniversaries, deaths, weddings, baptisms) to provide pastoral care at significant life moments. All privacy guidelines established by the United Church of Canada (UCC) must be followed in the procurement and use of this information.

### TASKS

The tasks of the Team include:

- (a) Organizing and supporting initiatives that promote the pastoral care of the congregation.
- (b) Maintaining a database of individuals and families for whom pastoral care is needed. (e.g., homebound members, hospitalizations, bereavement).
- (c) Assigning congregational care volunteers to send cards and make telephone calls in a timely, compassionate manner to individuals and families who need pastoral care.



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- (d) Sharing information within the Team about pastoral care needs of individuals, families, and groups with strict adherence to confidentiality, following federal and provincial privacy legislation, as well as privacy guidelines prescribed by the United Church of Canada (UCC).
- (e) Encouraging the development of small social groups within the faith community that foster connectedness and a sense of belonging. (e.g., quilting group, Bridge group).
- (f) Informing the congregation about the various ministries that are carried out by the Team and encouraging active participation.
- (g) Ensuring any Police Information Checks (PIC) required by our Duty of Care Policy and Procedures have been obtained by Team volunteers involved with vulnerable sector individuals (e.g., one-on-one visitation).
- (h) Maintaining records of the pastoral care provided and disposing of such information when the purpose for which it was gathered no longer exists.
- (i) Participating in and promoting continuing education in the area of pastoral care.
- (j) Evaluating the work of the Team every year, using the following guidelines:
  - a. Setting goals for the Team (e.g., using one Team meeting to set goals and another Team meeting for Evaluation)
  - b. Setting goals for Team members (e.g., development of leadership skills)
  - c. Developing questions/surveys/feedback opportunities that target and evaluate outcomings
  - d. Celebrating achieved goals, both the Team and the Team members.
  - e. Deliberating on areas of concern and providing positive solutions
- (k) Preparing a report of the Teams' activities for the Annual Report
- (l) Ensuring volunteers and paid staff who contribute to the activities and programs of the Team are appropriately recognized (e.g., a yearly *Volunteer Appreciation Lunch*).
- (m) Training the ushers/greeters for Sunday morning worship services.

The Team, working in collaboration with the Minister(s), the Worship Team and the Office Administrator, is involved in the following ministries:

1. **ONE ON ONE PASTORAL CRISIS CARE** ~ This ministry provides one-on-one pastoral care for members and adherents of Central who are experiencing a crisis in their lives (e.g., bereavement, illness). Training for this ministry will be provided by the Minister(s) of Central, focusing on a variety of communication tools for keeping in touch with those in need of crisis pastoral care (e.g., personal conversations, telephone calls, cards, e-mails, texts). Any training in pastoral crisis care that is offered recognizes that some crises will be beyond the scope and training of volunteers and must be referred to trained experts.

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Crisis care also includes offering the Sacrament of Holy Communion/Baptism to members and adherents of Central who may be in hospital or hospice. When an individual or family requests that a Sacrament be administered in these situations, the Team will contact and assist the Minister(s), as required.

2. **HOSPITALITY** ~ The work of this ministry is carried out in collaboration with the Worship Team which has oversight of and
  - a. Providing Volunteers for the Sunday morning Welcome Teams. This ministry includes welcoming visitors to the church on Sunday mornings, answering any questions they may have about our church and its programs, as well as introducing them to other members of the congregation.
  - b. Hosting and providing volunteers for other Hospitality events conducted by Central (e.g., Funeral Receptions, Good Friday after-service reception, concerts)
  - c. Hosting an Appreciation Lunch for caregivers at Christmas Time.
3. **FUNERALS** ~ The Team ensures reception hosts are recruited for the conduct of a funeral or memorial service at Central. The Team provides training for volunteers who are involved in the conduct of funerals, working in collaboration with the Minister(s) and the Office Administrator.
4. **BAPTISMS** ~ Requests for baptism at the Sunday morning service are received by the Office Administrator and referred to the Minister(s) for follow-up. Upon completion of the baptism, the Team provides follow-up contact with the baptismal family through cards that are sent on the anniversary date of the baptism, until the child reaches 5 years of age. In the care of adult baptisms the Celebrate Life Recovery gathering, the Team hosts the after-service celebration.
5. **THE SPRING TEA** ~ The Spring Tea is hosted by the Team to honour the seniors in our congregation. This event is free to all seniors and is conducted, when possible, on an annual basis.
6. **VISITATION MINISTRY** ~ The Team ensures that pastoral visits are conducted in compliance with Duty of Care Policy and Procedures. The Minister(s) ensures that the person to be visited has given permission for contact information to be shared. Visits are to be conducted by two persons from the Team. Individual one-on-one visits are not permitted. If the visitors suspect that the person being visited is threatening self-harm, such information must be shared immediately with the Minister(s) so that professional assistance may be accessed. If abuse is suspected, this information must be shared with the appropriate legal authorities, including the Calgary Police Service. (*Duty of Care Policy and Procedures, CUC, 2018*).

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7. **CARE CALLS** ~ The Team ensures that volunteers make telephone calls to members and adherents of the congregation to address pastoral care needs as determined by the Team and the Minister(s).
8. **GREETING CARDS** ~ The Team is responsible for sending greeting cards for special occasions as determined by the Team.
9. **FLOWER MINISTRY** ~ This ministry is overseen by the Chair or Co-Chairs of the team, working in collaboration with the Worship Team. Flowers are donated to the church in memory/honour of deceased and living persons and for other special occasions. Congregants are invited to donate to the Flower Ministry Fund throughout the year, with special appeals undertaken on Mother's Day, Father's Day, Easter Sunday, and Christmas. It is the responsibility of the Team to inform the congregation about the Flower Ministry Fund to encourage donations to the fund. A team of volunteers distributes the flowers donated for special occasions and special appeals.
10. **PRAYER MINISTRY** ~ Confidential prayer requests are received by the Office Administrator and forwarded to the Chair or Co-Chairs of the Team. Prayer requests are also received from Team members, the Minister(s), congregational members, adherents or any other individual who requests prayer. The Prayer Team meets the request by praying for the individual or group for one month or a longer period at the instruction of the Chair or Co-Chairs of the Team. A member of the Prayer Team is available for the prayer both before and after the morning and evening worship service.
11. **"CELEBRATION SUNDAY" AND "BIRTHDAY NIGHT"** ~ The Chair or Co-Chairs of the Team, working in collaboration with other Board Teams, will set up a monthly roster of volunteers to host and provide a dessert out of their respective budgets, for Celebration Sundays I the morning service and Birthday Nights at the evening service.

## ACCOUNTABILITY

- The Team is accountable to the Board and shall report to the Board as required.
- The Chair or designate of the Team is a Voting Member of the Board
- The Team shall meet every month, except during July and August. The individual ministries with the Team shall meet as required. Each ministry with the Team shall provide a report of its activities to the Team and such reports shall be incorporated into the minutes of the Tea.
- The Team shall submit a written report of their activities to the Board whenever the Board meets. Such reports shall be attached to the Board minutes.
- Approved minutes of Team meetings shall be submitted to the Office Administrator to be housed in the Church Office and made available to the congregation and other church bodies upon request.

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## **HUMAN RESOURCES**

The Team membership will include The Chair or Co-Chairs, the Recording Secretary, the people who oversee the various ministries described above and the Minister(s).

## **FINANCIAL RESOURCES**

The budget of the Team shall be prepared every year, submitted to and examined by the Finance Team as part of Central's budgeting process.

Budget items include:

- Educational materials
- Cards
- Flowers
- Guest speakers
- Pastoral care seminars/workshops
- Desserts for special occasions
- Lunch at Christmas time for caregivers
- Funds to host the Seniors Spring Tea

This document is a living document and can be changed or revised with the approval of the Board.

*Document revised March 15<sup>th</sup>, June 8<sup>th</sup>, June 22<sup>nd</sup>, July 2<sup>nd</sup>, August 27<sup>th</sup>, September 6<sup>th</sup>, 2018*

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