We light our chalice this morning
As a symbol of the eternal energy and creativity
That burns and moves in our universe:
That brings to us, and all creation,
Change, transformation, and renewal.

May the heat of this eternal flame,
Symbol of transformation since time began,
Fire our curiosity, strengthen our wills,
And sustain our courage
As we seek what is good within and around us

-Revs. Tim Haley and Bets Wienecke

Agenda

- Assumptions
- Grounding in our Faith
- What are Parish Care & Pastoral Care?
- What is Our Vision?
- Parish Care & Program Design
- Pastoral Care & Program Design

Assumptions

- Parish care is different from pastoral care
- Parish care = cards, meals, rides
- Pastoral care = visiting, presence
- By vocation, training, and call, the Minister is primary resource as pastoral caregiver
- Lay people are essential partners in pastoral ministry
You will be cared for.
And you will be called upon
to care for others.

— Mission of Prince of Peace ELCA Church (Burnsville, MN)
What is Pastoral Care?

◊ has personal connection as its primary goal;
◊ helps people connect to internal and community resources;
◊ includes attention to the spirit.

Parish Care and Pastoral Care

<table>
<thead>
<tr>
<th>Parish Care</th>
<th>Pastoral Care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Writing cards</td>
<td>Visiting people who</td>
</tr>
<tr>
<td>Making and delivering meals</td>
<td>are ill or hospitalized</td>
</tr>
<tr>
<td>Transportation to appointments and worship</td>
<td>are in nursing homes or who can't get to church</td>
</tr>
<tr>
<td>Medical equipment loan programs</td>
<td>are dying</td>
</tr>
<tr>
<td>Buddy systems for elders</td>
<td>have experienced illness or death in the family</td>
</tr>
</tbody>
</table>

Education about:
- caring for elderly parents
- living wills, etc.

Revitalizing lay ministry teams

- communicating process and vision
- selection and training of leadership
- nurturing pastoral teams
- volunteer appreciation
- ongoing coordination
- selection and training of caregivers

Exercise: Exploring your Vision of Caregiving

- What kind of care do you want to share?
- Why?
- What is your vision for caregiving in your congregation?

Identifying need

- Identifying needs in the congregation is relatively easy...
  - Joys & Sorrows
  - informal networks
  - Religious educator and RE teachers

- Collecting the information in one place... not so much.
**Skills Needed for Volunteers**

<table>
<thead>
<tr>
<th>Parish Care</th>
<th>Pastoral Care</th>
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<tbody>
<tr>
<td>availability</td>
<td>great listener</td>
</tr>
<tr>
<td>sensitivity</td>
<td>pastoral presence</td>
</tr>
<tr>
<td>good follow-through</td>
<td>trustworthy</td>
</tr>
<tr>
<td>on commitments</td>
<td>commitment over time</td>
</tr>
<tr>
<td>task oriented</td>
<td>understands pastoral care as ministry</td>
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</table>

Volunteers accepted  | Selection process  | Extensive training needed
No training needed |

**Parish Care: Skills Needed for Leadership**

<table>
<thead>
<tr>
<th>Task Manager</th>
<th>Volunteer Coordinator</th>
<th>Vision Keeper</th>
<th>Appreciator-in-Chief</th>
</tr>
</thead>
<tbody>
<tr>
<td>· task-oriented</td>
<td>· able to handle lots of detail</td>
<td></td>
<td></td>
</tr>
<tr>
<td>· great listener</td>
<td>· good record-keeper</td>
<td></td>
<td></td>
</tr>
<tr>
<td>· task-oriented</td>
<td>· recruiter</td>
<td></td>
<td></td>
</tr>
<tr>
<td>· great listener</td>
<td>· cheerleader</td>
<td></td>
<td></td>
</tr>
<tr>
<td>· pastoral presence</td>
<td>· good communicator</td>
<td></td>
<td></td>
</tr>
<tr>
<td>· commitment over time</td>
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<td></td>
<td></td>
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<td>· understands pastoral care as ministry</td>
<td></td>
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</tr>
</tbody>
</table>

**Parish Care Program Design**

Infrastructure to support widespread involvement
- greatest number of volunteers
- greatest number of recipients
- ... is therefore hardest for staff to coordinate

Managing Volunteers
- recruitment
- appreciation
- vision-casting

**Parish Care Program Design**

Collect information about how folks can help
- initial survey
- reaching new members and friends
- system to collect, maintain, update and share this info

Collect information about who needs care
- clear way to gather info from multiple sources
- communication with caregivers
- record-keeping: impact

**Parish Care Program Coordination**

Coordination with other pastoral care providers
- coordinator is member of caregiving leadership team
- integrated record-keeping

**Skills Needed for Volunteers**

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Volunteers accepted | Selection process | Extensive training needed
No training needed |
Shift from Parish to Pastoral Caregiving

Significant change in purpose
- doing → being

Significant change in task
- presents → presence

Significant change in relationship
- mutual/social → focus on other

“One friend, one person, who is truly understanding, who takes the trouble to listen to us as we talk about our problem, can change our whole outlook on life.”


On Gaining Wisdom and a Way with Words

Shift from social to pastoral connections

<table>
<thead>
<tr>
<th>external subjects:</th>
<th>the person</th>
</tr>
</thead>
<tbody>
<tr>
<td>weather, current events</td>
<td>accepting tension areas</td>
</tr>
<tr>
<td>maintaining congenial atmosphere</td>
<td>comfort through avoiding</td>
</tr>
<tr>
<td>comfort through avoiding</td>
<td>comfort through facing</td>
</tr>
<tr>
<td>mutual sharing of stories &amp; experiences</td>
<td>helping person share him/herself</td>
</tr>
<tr>
<td>being pleasant, positive</td>
<td>showing empathy, understanding, care</td>
</tr>
<tr>
<td>religion: difference among churches, beliefs, ministers</td>
<td>Spirit, God and the holy and our relationship to it</td>
</tr>
<tr>
<td>people in general</td>
<td>the person’s significant relationships</td>
</tr>
</tbody>
</table>

Pastoral Care: Skills Needed for Leadership

Pastoral Presence
- approachable
- spirit of service to others
- trustworthy to hold and safeguard confidences

Spiritual Leadership
- theological vision and language
- casts vision of pastoral care as lay ministry
- convening power

Collaboration and Communication
- works well with minister and understands how pastoral pieces fit
- enjoys staying in touch with people

Pastoral Care Program Design

All pastoral care team programs need:
- vision of care for congregation
- process for selecting and training leaders and team members
- system for collecting and sharing information about who can help and who needs help
- continuing education for team
- oversight from Minister
### Role of Minister
- minister’s role is privileged because of vocation, training, and call
- minister’s own pastoral responsibilities
- minister at center of any pastoral care program (recruitment of leaders, training, care of caregivers)

### Training for Pastoral Caregivers can include all this and more…
Led by minister and pastoral/service professionals
- developing pastoral identity
- deep listening
- identifying emergency situations
- confidentiality

### Training for Pastoral Caregivers can include all this and more…
- skill-building: life cycles, bereavement and grief, death and dying; hospital and nursing home visits
- when to make referrals to minister and others
- boundaries and limit-setting
- non-anxious presence
- components of spiritual well-being

### Boundaries
- clear limits essential to well-being of care recipient and caregiver
- limits must be clear and conveyed up front
- pastoral care team needs practice and ongoing support setting limits
- limits v. boundaries

### Meanwhile, at the Parish Care Team Coordinator’s funeral...
“Does this mean you won’t be driving me to my doctor’s appointment?” Establish reasonable expectations about the level of care available.

### Avoiding Triangulation
1. May I Help You Speak Directly?
2. May I Accompany You?
3. May I Take Your Concerns as Yours?
4. “I see you’re disappointed; I hope you find a way to address this directly.”

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Rev. John Gibb Millspaugh, Director of Congregational Development
UUA Clara Barton and Massachusetts Bay Districts
Don’ts and Dos

**DON’T**
- Don’t overshare
- Don’t bring your burdens
- Don’t take on more than you can handle
- Don’t solve problems

**DO**
- Empathize and affirm
- Engage honestly
- Know your boundaries and triggers
- Help the other discern solutions

---

**Program Design: Small Group Ministry Model**

**Leadership Team**
- Leadership recruited and trained by minister
- Leadership team are lay ministers to care providers
- Minister facilitates monthly meetings in SGM format, which are spiritual not logistical

**Care providers**
- Assigned by team leader/minister
- Follow a small number of people, stays with person
- Shares information with team leader
- Regular but infrequent meetings with other providers
- Opportunities for continuing education

---

**Program Design: Pastoral Associates Model**

**Congregational Charge**
- Broad and explicit lay ministry program
- Congregation empowers, sometimes elects

**Leadership Team**
- Application process for leadership team
- Portfolio model
- Minister facilitates monthly meetings

**Care providers**
- Assignments by team leader
- Follow a small number of people, stays with person
- Regular but infrequent meetings with other providers
- Opportunities for continuing education

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Non-Anxious Presence

- Don’t overshare
- Don’t bring your burdens
- Don’t take on more than you can handle
- Don’t solve problems

- Empathize and affirm
- Engage honestly
- Know your boundaries and triggers
- Help the other discern solutions

Spiritual Health Depends on Connection with...
Tips when beginning

- vision is critical
- explicit transition from old/informal ways
- ministerial leadership throughout
- “start slow and grow”
- building trust: start with the programs you can easily manage and execute well
- constant communication with congregation

Expanding Pastoral Reach

Pastorally-focused gatherings and conversations:
- end of life issues
- caring for elderly parents
- parenting
- facing economic hardship

Multigenerational connections
- Adult education and faith development
- Small group ministry

UU Congregations with Related Resources

- First Unitarian Church of Pittsburgh (PA)
- First Unitarian Church of Oakland (CA)
  [http://www.uuoakland.org/about/pastoral_care/](http://www.uuoakland.org/about/pastoral_care/)

and many more...

Further Resources

- Creating a UU Lay Pastoral Care Team Ministry
- UU Congregational Stories about Sharing Ministry
- Developing the Caring Community: A 10-Week Course in Pastoral Care Ministry for Laity
- Paraclete Press

Creating and Sustaining Lay Pastoral Care Teams

Rev. John Gibb Millspaugh
Clara Barton & Massachusetts Bay Districts of Unitarian Universalist Congregations
November 23, 2013