

# Pastoral Care Ministry Team Protocols

## **Who to call when about what?**

### **For Pastoral Emergencies -- Day or Night:**

- Contact the on-call priest immediately by calling her cell phone.

Those phone numbers and the on-call schedule are available in many places: by calling the church office (it will be on the answering machine messages for both the Parish Administrator and the Clergy ); published monthly in the *Interchange*; posted on the church's website calendar; and listed in the parish bulletins.

### **If you find out that someone is in the hospital:**

- Contact the church office and the on-call priest.

### **Non-crisis needs - Requests for prayer list, meals, prayer shawls, etc.:**

- Call church office.

### **Confidentiality:**

All persons, clergy and lay, involved in the pastoral ministries at St. John's will respect confidentiality as it applies to parishioner's health and other sensitive issues. Therefore, clergy and laity involved in pastoral ministries at St. John's will not share information with others outside of the pastoral ministry care team, unless permission to share their information/condition has been granted by the parishioner.

### **Accountability:**

The Pastoral Care Ministry Team members and all Lay Eucharistic Visitors and Lay Pastoral Visitors will keep the Rector and Team members informed of any visits made to parishioners – by e-mail or phone contact – at least once a week, and will make sure that the on-call priest has all the latest information on a daily basis. In crisis situations, more frequent updates will be shared.

### **Clergy:**

- Will set the highest priority on responding to crisis needs and to hospital visitations.
- Are available to bring home Communion, offer short-term counseling, and spiritual direction (informal).

**Lay Eucharistic Visitors:**

- Are invited into this ministry by the Rector and are licensed by the Bishop.
- May also take Communion to people who are unable to attend services.

**Lay Pastoral Visitors -- trained by the Pastoral Care Ministry Team:**

- Will be matched by the Rector to visit with those parishioners in non-crisis situations, particularly long-term hospitalization, rehabilitation, home-bound, hospice, and for loss and grief companionship, as is appropriate to their particular gifts.

**All members of the Pastoral Care Ministry Team, Lay Eucharistic Visitors, and Lay Pastoral Visitors serve under the direction of the Rector.**

**Pastoral Care Ministry Team – St. John’s Episcopal Church, Charleston WV**

**The Rev. Susan J. Latimer+, Rector 304 -926-4554**

**The Rev. Ann Lovejoy Johnson+, Associate Rector 304 951-7122**

**Linda Cooper, Vestry Liaison for Pastoral Care 304 541-0137**