

Policy – Heartbeat Ministry Guidelines

Woodlawn Christian Church

Purpose

The purpose of this policy is to establish procedures for the handling of requests from individuals seeking assistance from the Heartbeat Ministry Team at Woodlawn Christian Church.

Definitions

Heartbeat – The name of our ministry team that provides the following services:

1. Get well cards, flowers, and meals for those in the hospital and their immediate families.
2. Sympathy cards, flowers, and meals for those who have suffered the loss of an immediate family member.
3. An immediate family member includes the following: spouse, child, parent grandparent, sibling, or grandchild of an individual who attends Woodlawn Christian Church. Changes to this definition will only be made at the discretion of the Heartbeat ministry leadership team.

Procedures

1. Priority will be given to those individuals who attend Woodlawn Christian Church. Requests for assistance from individuals or families who do not attend WCC will be handled on a case by case basis.
2. When the Heartbeat team or church office is notified of someone who is in the hospital or has passed away:
 - a. The rest of the team would be notified as quickly as possible.
 - b. A card will be sent to the immediate family, flowers will be ordered, and a meal schedule (if necessary) will be set up.
 - c. The meal schedule for hospital patients and their families will be coordinated by the Heartbeat team. Any funeral dinner arrangements will be handled through the church office.

Note:

1. Priority for meals is given to those families who would have the most difficulty in keeping up with meal preparation. It is assumed that if an individual has family that could provide meals, the Heartbeat team would not provide meals in that situation in order to best utilize their resources.
2. The type of hospital event (same day surgery, minor procedure, in-and-out ER visit, etc) will be taken into account when determining the Heartbeat response.
3. The church office will be in contact with Heartbeat on Mondays to review requests for cards, flowers, and meals.