



# Member Care Services

Guidelines / Information / Process

Effective: 8/9/2012

Reviewed: 2/28/2016

## Purpose:

To arrange and coordinate care for families in our congregation who are experiencing a crisis and need congregational support. Care can include, but is not limited to, assistance with meals, transportation, minor house repairs, laundry, grocery shopping, correspondence and other needs.

## Team Members:

The Member Care Services Team is made of members and active guests of Ridgedale Baptist Church who have a heart to serve. Contact the Member Care Services Ministry Leader for complete details or contact the church office.

## Confidentiality:

All participants of our member care services team will be apprised of the need for confidentiality when dealing with personal issues. All matters will remain within the confines of the members. Only the ministry leaders should divulge personal information to appropriate individuals outside of the team such as to the Senior Pastor, Administrative Pastor, Youth Pastor, or Chairman of the Board to be specific this could include financial, family, or spiritual counselors.

## Care Provided:

- Loss of loved one (death)
- Birth of child (birth)
- Illness long term or short term (sickness)
- Unforeseen incident
- Crisis Care
- Transportation

All situations cannot be predicted; therefore, please contact the church office or the Member Care Services Ministry Leader for assistance.

## Guidelines for Funerals and Births (Food, flowers, donations, etc...)

### Funeral:

Member Care teams will provide a meal for the family either at their church or at a specified location. The church will provide a \$30 - \$50 meat tray.

Flowers will be sent to the family in the amount of \$50 - \$75. Families may decide in lieu of flowers to send a \$50 donation to their specified non-profit charity.

Beneficiaries can include, but are not limited to:

- Members of Ridgedale Baptist Church
  - o Mother and father of the member
  - o Those whom live within the members home
  - o Child of the member
  - o Immediate sibling of the member

#### Births:

Member care teams will provide a meal for the family at their specified location. The church will provide meat \$30-\$50. In the event a study group/connect group/or other ministry group of the church assists the family with food; the Member Care Services Ministry Directors will decide if funds will be directed to assist the ministries in their efforts.

#### What to do in the event:

##### Death of a family member:

1. Notify a Member Care Services Ministry Leader.
2. Notify Senior Pastor and/or Administrative Pastor
3. Activate a member care team
  - a. Verify dietary concerns
4. Send confidential email to prayer team or to church
5. Notify for bulletin
6. Contact card coordinator
7. Contact flower coordinator
8. Confirm flowers and food or a donation in lieu of
9. Member Care Ministry Leader coordinates meal with team
  - a. Meal at home – Ministry leader coordinates delivery
  - b. Meal at church – Ministry leader coordinates meal at church
10. Member Care Services Ministry Leader will follow up with family seven (7) days after meal.

##### Birth:

1. Notify a Member Care Services Ministry Leader.
2. Notify Senior Pastor and/or Administrative Pastor
3. Activate a member care team
  - a. Verify dietary concerns
4. Send confidential email to prayer team or to church
5. Notify for bulletin
6. Contact card coordinator
7. Contact flower coordinator
8. Member Care Ministry Leader coordinates meal with team
  - a. Meal at home – Ministry leader coordinates delivery
9. Member Care Services Ministry Leader will follow up with family seven (7) days after meal.

##### Illness or Sickness

1. Notify a Member Care Services Ministry Leader.
2. Notify Senior Pastor and/or Administrative Pastor
3. Prepare to activate a member care team
  - a. Verify dietary concerns
4. Contact flower coordinator (if applicable)
5. Contact card coordinator
6. Send confidential email to prayer team
7. Member Care Ministry Leader coordinates meal with team
  - a. Meal at home – Ministry leader coordinates delivery
8. Member Care Services Ministry Leader will follow up with family seven (7) days after meal.

Minor Home Repair

1. Notify a Member Care Services Ministry Leader.
2. Notify Senior Pastor and/or Administrative Pastor
3. Are financial resources available
  - a. Contact Board for directions
4. Notify a ministry team (Men’s Ministry Leader, Family Ministry Leader, etc... )
5. Costs covered by benevolence budget, love offering, etc...

Crisis Care

1. Notify a Member Care Services Ministry Leader
2. Notify Senior Pastor and/or Administrative Pastor
3. Team (MCSML and Pastors) determines what type of care is needed

*Member Care Services Volunteers*

*Team A*

Robin Mowers  
Michelle Mahan  
Bobby Jones  
Lisa Johnson  
Judy Rogers  
Mary Veals  
Megan McGill  
Cindy Slate

*Team B*

Jessica Ray  
Vickie Owens  
Randy Justus  
Barbara Summers  
Bill Gamble  
Alberta Douglas  
Lori Hestand  
Dawn Silvey

*Team C*

Tammy Cate  
Nancy Adkins  
Jerry Seale  
Jeri Sue Hartlett  
Ruth Brandau  
Kim Hutchens  
Sierra Gamble  
Cindy Grimm

*Team Assistants*

*Team A*

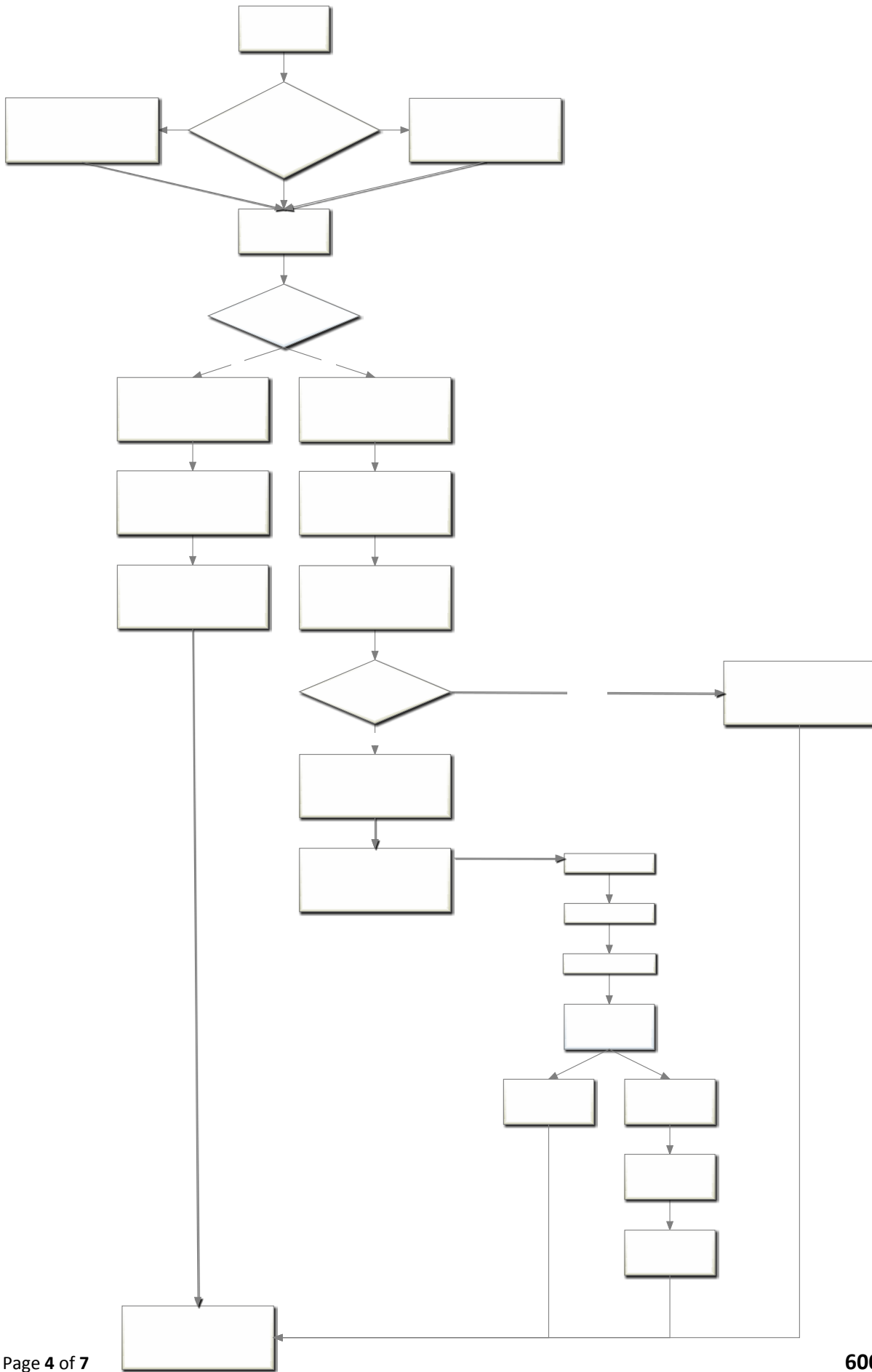
Eric Mowers

*Team B*

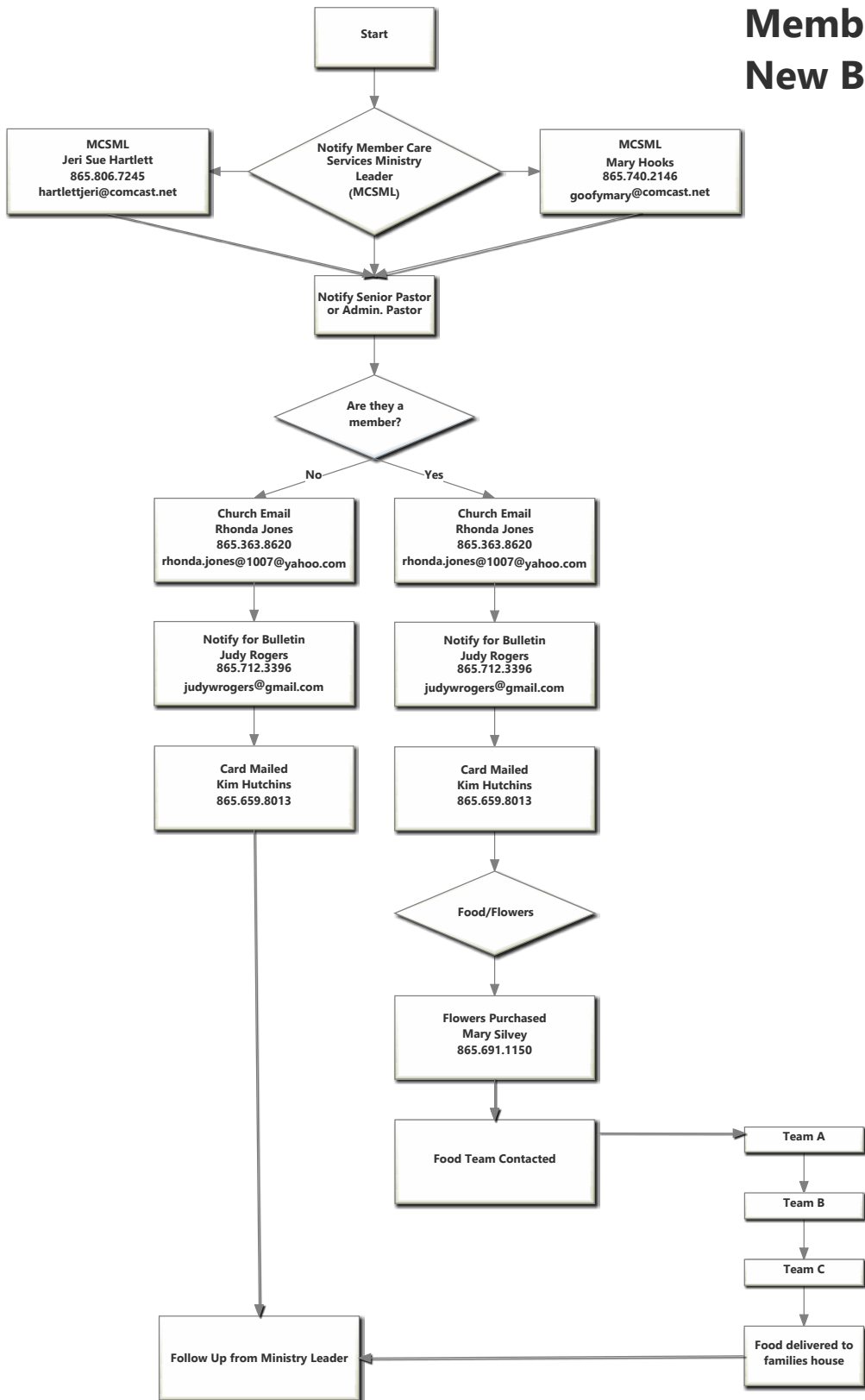
Mary Hooks

*Team C*

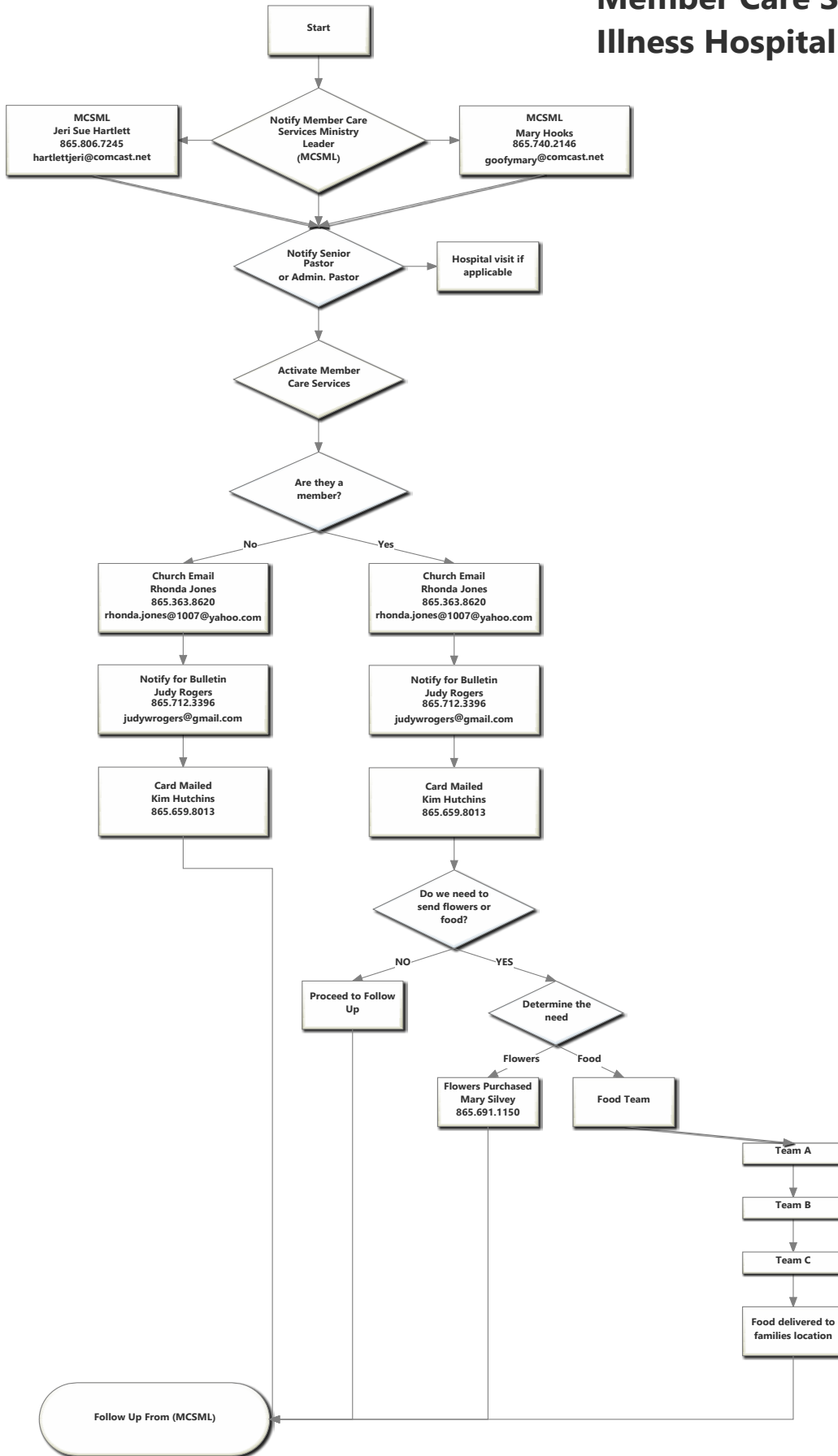
Chris Cate



# Member Care Services New Born Baby



# Member Care Services Illness Hospital



# Member Care Services Minor Home Repair

