

Users Guide to Pastoral and Deacon Care and Calling

*"If one member suffers, all suffer together;
if one member is honored, all rejoice together."
(1 Corinthians 12:26)*

The Pastoral Staff and the Deacons want you to know how to take advantage of care and calling opportunities during a time of need. We make house calls! We visit in time of crisis, family difficulties, hurting or hospitalization. We pray for you when you are in need of prayer. Because South Church is a large church, your communication with us is key: help us to help you.

I have had members tell me *"We know how busy you are, so we didn't want to bother you."* How could you ever be a bother when you have a need? This is what we DO! Please feel welcome to call us. You are not a bother. You are a member of our church family.

IN AN EMERGENCY, if you cannot reach a pastor by his cell phone, call the church office and dial "0" to speak to staff or to leave a message which will be forwarded as soon as possible. Please leave messages on the main church voicemail.

IF HOSPITALIZED, please call or have a family member call to let the church know.

- It is helpful to give us room number, contact name and phone number, if possible.
- If it is a serious need, please call direct to Pastor Zehring or Drury.
- Note: hospitals do not call churches or pastors. Even if, when checking-in, you were asked about your community of faith or pastor, do not assume we are notified. We are not. YOU or a family member needs to call us.
- We will try to have a member of the Pastoral staff or the Deacons visit when in the hospital, but only after we have spoken with you or a family member by phone to confirm you are there (people can be released earlier than expected or moved elsewhere).

IN THE EVENT OF A DEATH, contact Pastor Zehring or Linda Hacker in the Church Office. We will provide memorial or funeral services for members of your family even if they are not members.

TELL US WHAT YOU WOULD LIKE. Here is a possible point of confusion for us: A member calls the church to inform the church about a person in the hospital, in need, ill, or facing a difficulty. Frequently, this is to add the person to the *Let Us Hold In Prayer* list in the Worship Bulletin. We cannot second guess whether or not that is really a request for a visit, or simply a sharing of information so that we will know. If you are requesting a visit, please state so clearly. That makes the staff's job easier so we know whether or not to respond.

PASTORAL CONVERSATIONS. The Pastors are available upon request for pastoral conversations about any need you have. All you have to do is to phone or email and say *"I'd like to come to have a conversation with you."* Specify if you would prefer *"sooner rather than later."* Our schedules sometimes require us to plan days in advance for a meeting, but in urgent situations, we will try to find a way to see you right away.

REFERRALS TO HELPING PROFESSIONALS. We are able to refer you to helping professionals in the area or to connect you with someone who can aid in an appropriate referral. If you are not sure what kind of assistance you might want, come see us to discuss it.

BAPTISMS and WEDDINGS. Email Linda Hacker and request the Application for Baptism or Application for a Wedding. Once completed, a Pastor will call you.

HELP US KEEP IT CURRENT. The *Let Us Hold In Prayer* list in the Worship Bulletin is well-used and highly regarded, but we never know when to take someone OFF the list. Help us: tell us when to remove someone you've placed on the list.

REGULAR DEACON VISITATION. The Care and Calling Committee of the Board of Deacons maintains a schedule of regular visitation to members and friends in nursing homes and in their own homes. If you would like to be on their list, please contact Jennifer Bouchard.

Phone numbers and email addresses when in time of need:

John Zehring, Senior Pastor jzehring@southchurch.com

Jonathan Drury, Associate Pastor for Youth and Church Life jdrury@southchurch.com

Sherry Tupper, Assistant to the Pastor stupper@southchurch.com

Jennifer Bouchard, Chair, Deacons Care & Calling Committee jkbouchard@gmail.com

Church office, Linda Hacker: 978-475-0321. When answered, dial "0" lhacker@southchurch.com

The Pastoral staff and Deacons are available to help you... and wanting to be of help, in time of need. But, you need to tell us and express clearly what you need. Thank you.

In service,

-- *John Zehring*