

care @ bpcc

Out of a Tragedy a Church Discovers Life's Purpose

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CRCA MINISTRY FORMATION

"A Church Reforming To Reach the Lost for Christ"

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What makes an effective church? What increases church health? One key ingredient is an active care ministry. How this happens might be different for each community, but for Bray Park Community Church (BPCC), it took one energetic Canadian lady, one positive solution orientated pastor, a group of caring ladies, and one guy to rearrange his motorcycle around a bus stop sign.

It is said that 'sometimes in tragedy we find our life's purpose'. In July 2008, IT manager Gunther Matthysen left work a bit more excited than usual. He had been informed that he was to receive a long-awaited promotion. However, his joy was short-lived when an inexperienced driver caused him to crash his motorcycle, leaving him with multiple fractures to his body and face. The accident also left Gunther totally blind!

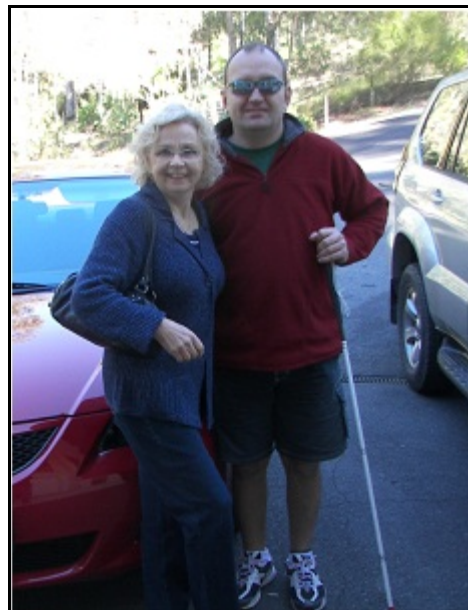
The shock of the event plummeted the Matthysen family into a time of disbelief, despair, anger and confusion... with only a faint glimmer of hope. Hope, because of Christ's presence, and the involvement of a caring ministry team, jumping into action to aid Gunther, his distraught wife Marelise and their teenage sons, Mark and Dean.

This tragedy that struck the Matthysen family more than 12 months ago, ignited the flame of an emerging ministry at BPCC known as *care @ bpcc* and proved once

again that God does indeed work all things together for the good of those that love Him and are called according to His purpose.

BPCC has always assisted families in need, but the process was never formalised and the team was limited in number which placed all of the pressure on a small group of people. Gunther and his family required extended support over a long period of time. A team of people and a lot of organisation was required to assist this traumatised family. This team was

mobilised by one of BPCC's pastors, Jim Deutschmann, assisted by Jeannie De Vries (a recent migrant from Canada), and Beverley Heazlewood (a deacon in the church). Members of the Care team planned everything from prayer and hospital visitation rosters, to meals and transport for the children - assisting this family facing the worst trial of their lives.



Gunther and Care-team member Beverley head out to visit a person in need.

But soon this team realised that this was a

ministry that should be extended to all members of the church who face trials and tribulations. As a result a group of people started to meet regularly to put ideas together for a care ministry, which evolved into the *care @ bpcc* ministry. The goal was to design a formal process of assisting families, find volunteers to assist in this ministry, and develop accountability. The stated vision of this ministry is: ***BPCC is to be a place where***

the church and community will receive Christ-like care.

After a sermon in March 2009, the congregation was challenged by *care @ bpcc* to volunteer as Care team members. In a single morning, the Care group grew from approximately 20 members to almost 200, including a social worker, two nurses and a civil engineer.



A Handyman Team member does repair on a care recipient's home.

Today *care @ bpcc* assists 17 families in need. The increased number of volunteers has facilitated a more effective distribution of responsibilities among the helpers, making the ministry ultimately more sustainable.

The *care @ bpcc* team meets regularly. When needs arise, the *care @ bpcc* team appoints team members who will make a needs assessment. Based on this assessment, area Team Captains are

informed, who in turn contacts the volunteers in their area of ministry. The team assists those in need with meals, gardening, transport, child minding, general handyman work, and prayer. The care given is varied – from assisting someone with a serious illnesses by arranging professional cleaning services to baking a birthday cake when the mum was too ill to do so. This care ministry is also now extending to visiting the aged, widowed, and beyond the membership of BPCC.

When church members care for others, it is often they who are blessed the most. Gunther writes: "It is such a blessing for the team members to hear family members of assisted families saying that they belong to a church that practices what they preach. I was recently reminded of the truth that it is in giving that we really receive. Paul reminds us in Romans that we are to mourn with those who mourn. It is often during the assistance of families in need that we have an opportunity to count one's own blessings."

By the grace of God and the care of the church family, the Matthysen's have managed not only to cope with their new life, but to also become a very active part of *care @ bpcc*, influencing the lives of many in a ministry that exists for the sole purpose of showing Christ-like care to the church and the community it serves. As Gunther says "it is in giving that you really receive."

What follows is an outline of the care ministry at BPCC: *care @ bpcc* .

care @ bpcc

Position Descriptions

Care Desk

1. Complete case template for all cases (including calls, e-mail and word of mouth) recording: contact name, contact numbers, date, time and concise description.
2. Email case template to Assessment team and phone. Time Frame: 2 hours

Assessment Team

1. Co-ordinate and discuss case with assessment team.
2. Phone and arrange first visit within 24 hours (Take case assessment template along).
3. Assess needs during first visit.
4. Enquire regarding prayer: seek permission for personal or congregational prayer.
5. Prioritise needs and hand over to appropriate point person.
6. Chair weekly case meetings.
7. Review and closure of cases.
8. Assist point persons and teams.

Point Persons

1. Contact person needing care. Arrange first visit within 1-5 days, depending on priority.
2. Re-assess and confirm needs during visits/calls (ongoing process) - weekly.
3. Co-ordinate support with team leaders.
4. Give regular feedback to assessment team and Help team leaders.
5. Attend weekly case meetings.

Help Team Leaders

1. Phone and co-ordinate helpers. Give instructions to helpers regarding who, what, where, when and how.
2. Compile schedules of helpers for long term cases.

Care Team

1. Initial education, inspiration and motivation of church with the help of the leaders.
2. Ongoing education and inspiration of church and care team.
3. Build and maintain teams of helpers. Compile master list of helpers.
4. Appoint team leaders and team leader assistants.
5. Care team meets weekly.
6. Quarterly meeting with Help Team Leaders
7. Quarterly feedback to congregation.
8. Annual Care Celebration

Point Person and Help Team Leaders

General

Team Leaders

1. Co-ordinate helpers.
2. Motivate helpers.
3. Meet with helpers and identify skill areas.
4. Determine available time of helpers.
5. Team leaders should do follow-up to ensure that the task was completed successfully.
6. Meet quarterly with Care Ministry Team.
7. Maintain record of services provided.
8. Vary helpers and keep record.

Prayer Team

Point Person

1. Determine need regarding: Prayer in church, bulletin, prayer list or at home.
2. Ask permission for public prayer.
3. Give feedback to recipient regarding planned action.
4. Ask for feedback from recipient.

Team Leader

1. Delegate to team members.
2. Give feedback to Point person regarding planned action and completed action.



Meal Team

Meal Team

Point Person

1. Determine dietary needs.
2. Provide communication between Team Leader and Recipients.
3. Pick up dishes.

Team Leader

1. Convey family's dietary needs to helpers (i.e. Family size, family members, allergies, preferences, frequencies).
2. Find out address and phone numbers.
3. Find out what time meals should be brought.
4. Give list of meal providers with phone numbers to point person (to give to family).
5. Encourage use of disposable dishes. Provide disposable dishes if possible.
6. Determine type of meal provided - if possible, to avoid duplications.



Visit Team

Point Person

1. Determine recipient's interests, needs.
2. Determine frequency, time and duration of visits.
3. Inform recipient of planned visits.

Team Leader

1. Determine suitable matches.
2. Set time limit.
3. Inform Point Person of planned visits.

Transport Team

Point Person

1. Determine needs of recipients - what type of vehicle and other special requirements - when, where, how.
2. Determine cost involved and recipient's financial ability.

Team Leader

1. Determine helper's financial ability and willingness to provide transport and parking.
2. Organize pickups and drop off - when, where, how and who.
3. Give names of drivers and arrangements to Point Person.



Garden Team

Point Person

1. Determine what needs to be done and when.
2. Find out what tools are available.
3. Determine cost involved.
4. Give feedback to recipient regarding planned action.
5. Ask for feedback from recipient.

Team Leader

1. Delegate a team to complete the task.
2. Give feedback to Point Person regarding planned action and completed action.



Handyman Team

Point Person

1. Determine what needs to be done and when.
2. Find out what tools are available.
3. Determine cost involved.
4. Give feedback to recipient regarding planned action.
5. Ask for feedback from recipient.

Team Leader

1. Delegate a team to complete the task.
2. Give feedback to Point Person regarding planned action and completed action.

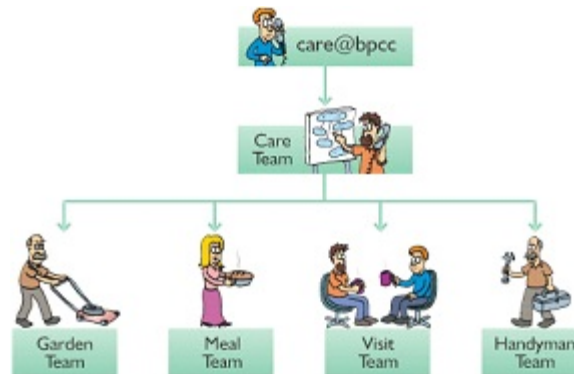
Child Care Team

Point Person

1. Determine needs of family and children and ages of children.
2. Determine best place for child care.
3. When?
4. Give feedback to recipient regarding planned action.
5. Ask for feedback from recipient.

Team Leader

1. Delegate task to team member. When and Where?
2. Give feedback to Point Person regarding planned action.



A care recipient's porch is being repaired by members of the Handyman Team of BPCC.



Gunther is ready to make another visit as one of the Visit Team, accompanied by Jack.