



**The
Member Care
Handbook**

**Peace Lutheran Church
10625 Ranch Road 620 North
Austin, Texas 78726**

Member Care

Member care perpetuates the spiritual welfare of our members and provides support for their participation in the life of our congregation. This is accomplished through an on-going program of personal contact and care between members.

The personal needs of congregation members usually first come to the attention of the pastor or office secretary. When members become ill, hospitalized or homebound, have a death in the family, a newborn baby, or need transportation to church, the pastor or office secretary will contact a Member Care Coordinator. The Member Care Coordinator will then contact a Member Care Minister or Shepherd who will provide a specific ministry to the member of the congregation.

Often times, unless the members themselves inform the pastor or the office secretary, no one may know of their needs. It is important for all Member Care Ministers and Shepherds who find out about a member's needs to immediately inform a Member Care Coordinator. Your care and concern for the members of Peace should be done in a loving, serving and confidential way.

When the need of a parishioner is brought to their attention, the Member Care Coordinators contact and coordinate the Member Care Ministers.

Board of Spiritual Life Liaison – Veronica Caldwell: (512) 250-5656

Member Care Coordinators:

- Baptism Assistance Coordinator –
Lori Van Gulick: (512) 918-9857
- Meal Assistance Coordinator –
Denise Jantzen: (512) 335-9321
- Funeral dinner Coordinator –
Myrna Herber: (512) 267-1659
- Sympathy Card Coordinator –
Gerri West: (512) 249-0263
- Transportation Assistance Coordinator –
Becky Reinhart: (512) 335-8973
- Visitation of Hospitalized and Homebound Members –
Pastor Bill Sappenfield: Church - (512) 258-2293
Home - (512) 382-1109
- Stephen Ministers Coordinator –
Sharlene Sandquist: (512) 267-7541

Baptisms

Statement of Purpose

To assist parents and sponsors with the baptism of newborn babies and to support older children and adults in the baptismal process.

Guidelines for Newborns

1. The Member Shepherd Coordinator will inform you of a new birth. Also, check the Prayer Concerns in the worship bulletin.
2. Pick up a copy of the baptism folder entitled Preparation for Baptism from the church office.
3. Write a greeting to the family and place in a business size envelope. On the inside cover put a greeting such as:

*We rejoice with you at the birth of (name).
The congregation of Peace Lutheran*

4. Contact the family to arrange a short visit, either at the hospital (if the stay is long enough) or at home. Bring the baptism folder and a plate of cookies or other gift of your choice. Ask if the congregation can be of help in any way. If they express the desire for assistance during the visit, contact the Member Care Coordinator as soon as possible.

Guidelines for Older Children and Adults

The Pastor or the Secretary will inform you when an older child or an adult is to be baptized.

Baptism Assistance Coordinator – Lori Van Gulick (512) 918-9857

Meal Assistance

Statement of Purpose

To arrange for meals, if needed, during illnesses and/or following a death in the family and to support the family by sharing our concern for them during difficult times.

Guidelines

1. The Member Care Coordinator will call to inform you of someone who needs meal assistance.
2. You will then contact the person to find out exactly what help is needed by the person/family that the congregation can provide.
3. Then, contact members by phone to request specific meal donations. (Every member of the congregation is responsible for providing meals in times of need.) Keep a list of those members who donate food. Go through the entire active membership list before calling them again for donations.
4. For meals in times of illness, consult a map and try to arrange for meals from members living closest to the family.

Funeral Dinners

For large funeral dinners:

- Contact the family as to their wishes.
- Find out the number of guests they expect and the location and time the meal is to be served.
- Call members to request donations of food items and to recruit servers to help serve the meal.
- Arrange for the food to be left at the location of the dinner. If that is not possible, arrange for the food to be left at a central location or the church and then arrange transportation to the dinner location.

Meal Assistance Coordinator – Denise Jantzen: (512) 335-9321

Funeral Dinner Coordinator – Myrna Herber: (512) 267-1659

Sympathy Cards

Statement of Purpose

To express our concern, sympathy and support at the time of a death in the immediate family by sending a express card on behalf of the congregation.

Guidelines

1. The Member Care Coordinator will inform you of a death in the congregation.
2. The Member Care Coordinator will provide you with preprinted cards and stamps. The cards may have either a preprinted message or a blank inside page. (Augsburg Fortress Publishers (459-1112) in one source where suitable cards may be purchased. The cards will be purchased by the Member Care Coordinator out of the budget of the Board of Spiritual Life, and the stamps can come from the office.)
3. If the card contains a preprinted message, a handwritten message that expresses care and concern should be added. Examples are:
 - a. You are in our prayers.
 - b. We pray that the Lord will be with you.
 - c. We pray that you will have God's peace.
4. If the card is blank inside, the following handwritten message be used:
 - a. We pray that the Lord will be with you
 - b. And give you strength during this time.
 - c. You are in our prayers.
5. In either case, the cards should be hand signed
 - a. Jane Doe
 - b. On behalf of the congregation of
 - c. Peace Lutheran Church
6. Both the address and the return address on the envelope should be hand written.
7. The names on the envelope address should be as follows:

The Family of John Doe (the name of the deceased)
C/o Mr. James Doe (the name of the church member)
8. The address should be checked against the most recent parish list of the church (i.e., the one in the computers).

Sympathy Card Coordinator – Gerri West: (512) 249-0263

Transportation Assistance

Statement of Purpose

To enable persons who have no means of transportation to attend worship, Sunday School, or other church events by providing transportation on a regular basis or as needed.

Guidelines

1. The Member Shepherd Coordinator will inform you of someone needing transportation.
2. You should then consult a map to locate members who live near the person requesting assistance.
3. Contact those members and create a list of those willing to provide transportation. Appoint one of these members to coordinate the rides.
4. The member providing the ride is asked to call the person one or two days in advance, introduce themselves and arrange a time for pick-up.

Transportation Assistance Coordinator – Becky Reinhart: (512) 335-8973

Visitation of Hospitalized and Homebound Members

Statement of Purpose

To provide an additional visit, beyond that of the pastor, to members who are hospitalized or homebound for whatever reason, so that the person knows that the congregation is concerned about them. Also to ascertain if there are any special needs that the congregation can meet.

Guidelines

The Pastor or the Stephen Minister Coordinator will call to inform you of the need for a visit.

1. Hospital Visits
 - a. Make a brief visit to the person, expressing our concern for them.
 - b. Ask if we may be of help to them in any way while in the hospital and when they are recuperating at home.
 - c. If needs are found, relay that information to the Member Care Coordinator.

2. Homebound Visits
 - a. Phone ahead and arrange a time for a brief visit.
 - b. Ask if we may be of help to them in any way.
 - c. If needs are found, relay that information to the Member Care Coordinator.
 - d. If a person will be homebound for an indefinite length of time, consult with the Member Care Coordinator so that a regular schedule for visits can be arranged.

3. Inform the pastor(s) of any information that may be helpful to them as they visit that person.

Pastor Bill Sappenfield:

Church - (512) 258-2293

Home - (512) 382-1109

Stephen Ministers Coordinator – Sharlene Sandquist: (512) 267-7541

NOTES