

Care Ministries supports transformation in the lives of hurting people by creating engaging experiences and opportunities to build healthier relationships with God, themselves, and others.

One-on-One Care supports transformation in the lives of people during difficult life transitions and circumstances by creating engaging one-on-one experiences and opportunities to build healthier relationships with God, themselves, and others. Here's how we do it:

Demonstrate Strong Relational Care

- Be available to meet with your care receiver(s) once a week for about an hour.
- Pray faithfully and consistently for your designated care receiver(s).
- Provide prayer, Scripture, encouragement, and other caring gestures to your care receiver(s).
- Listen, respect, and reflect on care receivers' content, feelings, and ideas. Follow-up with open-ended questions to help the care receiver(s) recognize, express, and accept their feelings.
- Remain process-oriented versus results-oriented in the care journey.

Maintain Boundaries

- Use appropriate judgment in the areas of discretion, sensitivity, and confidentiality.
- Provide the needed care that still allows the care receiver(s) to remain as independent as possible and provide a warm hand-off to the right care group for further support in a caring community.
- Recommend professional care to your care receiver(s) if their needs exceed the care you can provide (e.g., suicidal, severely depressed, abusive, homicidal, or abusing drugs or alcohol).

Partner with Other Volunteers

- Seek immediate direction from One-on-One Care team lead or Eagle Brook staff leader when faced with serious issues that could affect the health, well-being, or reputation of care receivers and others.
- Faithfully attend and participate in care training (frequency varies by campus) with fellow Care volunteers. With confidential support, guidance, and accountability, find the best direction for your care and administer the skills learned.
- Be aware of the opportunities and other care programs at Eagle Brook as you inspire the care receiver(s) to become more connected and engaged in the five values: follow Jesus, spend time with God, connect in community, serve others, and live generously.

Amazing Ways to Exceed People's Expectation:

- Silently ask the Holy Spirit to help you know how to best care for the individual(s) to whom you're ministering.
- Return phone calls/emails within an hour.
- Send your care receiver(s) a personal note throughout the week to let them know you're praying for them.