One-on-One Care Director Instructions

The first half of this is instructions; second half is an appendix (example emails).

One-on-One Care Relationship Process

Attender completes form* → Director contacts attender & decides whether to approve → If approved, Director assigns Caregiver → Caregiver cares for Care Receiver → Care Receiver updates system when care ends → Director sends feedback forms → Director & Caregiver debrief
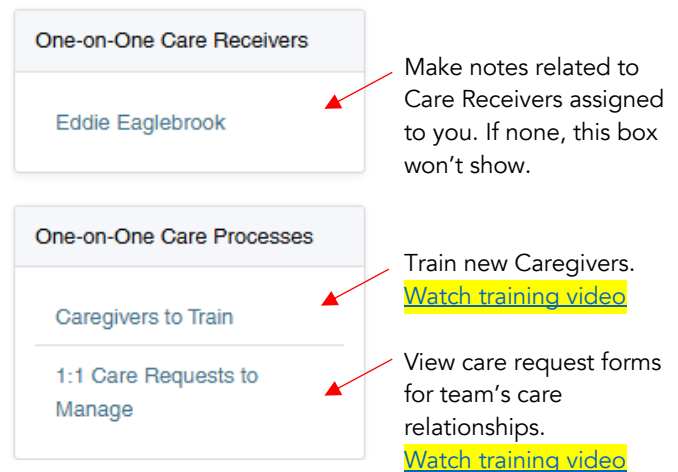
*my.eaglebrookchurch.com/one-on-one-care-request Page 2 of it is terms of agreement; see Appendix in this document.
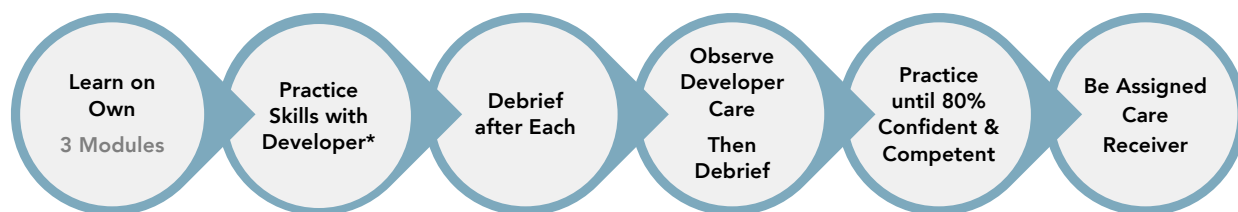
Getting Started

The system empowers you to:

- Train new Caregivers
- View care request forms
- Make notes related to your Care Receivers

Once you go to my.eaglebrookchurch.com and log in, look for these features in the bottom right >>>

One-on-One Care Receivers

Eddie Eaglebrook

Make notes related to Care Receivers assigned to you. If none, this box won't show.

One-on-One Care Processes

Caregivers to Train

Train new Caregivers. Watch training video

1:1 Care Requests to Manage

View care request forms for team's care relationships. Watch training video

Initial Caregiver Training Experience

Learn on Own — 3 Modules → Practice Skills with Developer* → Debrief after Each → Observe Developer Care Then Debrief → Practice until 80% Confident & Competent → Be Assigned Care Receiver

*the person developing the caregiver

When a potential Caregiver is selected, your pastor guides them through several steps (an interview, volunteer confidentiality agreement, background check, and reference checks) to determine if this serving position is a good fit for them and Eagle Brook. If it is, then your role is to train the volunteer to be confident and competent as a Caregiver. You will receive a notification email when there is someone new to train. The Caregiver training experience involves:

- 3 online training modules (You will use the system to email each module and wait for the Caregiver to tell you they finished it before sending the next one.)
- 2 books (Your pastor has them. Confirm if you/your pastor will give them out.)
- Apprenticing under an experienced Caregiver
- Participating in team meetings for ongoing development

One-on-One Care Director Instructions

Once logged in the system:

1. Click the Caregivers to Train link on the main page. It displays a page listing any Caregivers needing initial training.
2. Click the name of the person to whom you want to send training information. Their page displays.
3. Click the Send Module 1 button in the Available Workflows area to have the system send the first training-related email; see email in Appendix. A small screen displays, mentioning a workflow was started—just click OK. A workflow is a system automation that saves you or others from extra work. In this case, it:
   a. Adds a note showing which training module email was sent:

Activities

Date	Activity	Opportunity	Connector	Note	
1/16/2025	Sent Email	Caregivers to Train	Rebecca Arkell	Sent Module 1	✕

⊕

   b. Updates the training request's status near the top to Training Module 2; see pic below.
   c. Sets a future follow-up date (3 weeks out). Unless they let you know they finished Module 1, there's nothing more for you to do until the future date. At that time, the training request will become active again—this is your cue to know there's more to do.

Anoka Caregivers to Train Training Module 2 Future Follow Up ← Changes to Active after the 3 weeks are up

Lead Well: After each module, talk briefly with the Caregiver about their key takeaways and questions. If it's taking them **3+ weeks** to finish a module, check in to see how they're doing and if they're able to keep progressing. The email they received encouraged finishing it within 2 wks.

4. Repeat Step 3 when they have completed Module 1—but this time click Send Module 2. When they have completed Module 2, do Step 3 again but click Send Module 3 (see emails in Appendix). Each time the system automatically adds a note and sets a future follow-up date (3 weeks out). That's a week longer than the email they received suggested for finishing.
5. Once the volunteer tells you that they have finished Module 3, click Send Caregiver Experience Inventory. It automatically:
   a. Sends a congrats email for finishing online training (see Appendix) and requests the Caregiver do the Caregiver Experience inventory within a week. You'll get a PDF copy emailed to you once they complete it.
   b. Updates the training request's status to Inventory Review Needed.
   c. Sets a future follow-up date for a week later.

Love Others by Maintaining Confidentiality

Inventories contain sensitive information. Please store them securely and where others will not see them. Be sure to shred or delete them when you or a volunteer stops serving.

6. If the system hasn't sent you a copy of their completed inventory within 10 days of it being sent, click Resend Caregiver Experience Inventory. Perhaps they missed the first email. See the Appendix for the reminder email.

7. Review the completed inventory after you receive it to get a sense of which care situations this person might be a good fit for. Then, click the + button to add a note that you've reviewed it.* For example:

   Activity: Reviewed Inventory; **Note:** Best suited for these situations (insert whatever they are).

8. Click Edit on the volunteer's request, and on the screen that displays, change the Status to Apprentice, select your campus' group from the Placement Group drop list, and click Save.

9. Choose an experienced Caregiver who has an active care relationship and is a good fit to develop the new Caregiver. It's best if the experienced Caregiver has a Care Receiver assigned to them, so when the time comes, the new Caregiver can observe a care meeting.

   Experienced Caregivers may have 1 Caregiver apprenticing them at a time in addition to their Care Receiver. The goal is to develop confident, competent new volunteers while keeping experienced Caregivers healthy and effective.

10. Click the + button to add a note. Select Assigned Experienced Volunteer from the Activity drop list, type the name of the person in the Note section, and click Save. The apprenticeship continues until **the new Caregiver** says they feel 80% confident and competent to serve on their own, and the person developing them (the developer) agrees. At that point, the developer lets you know.

11. Debrief the apprenticeship with the developer.

12. Click the + button to add a note. Select Apprenticeship Completed from the Activity drop list, type a note (e.g., new volunteer's strengths/weaknesses, what the new Caregiver is expecting will happen next), and click Save. The Connect button is enabled.

13. Click the Connect button. (If it isn't enabled, contact your pastor.) The labels at the top update to Connected and Completed, and their name is added as a Connector option.

14. Call or email the new Caregiver (from your personal email) to congratulate them and explain their next steps and support. Steps vary, such as waiting or being matched to a new Care Receiver with an easier care situation, participating in the next team meeting, or meeting with you, the overseeing pastor, or their developer.

*Completed training requests disappear from your view after 60 days to keep things uncluttered. Inactive training requests disappear right away. Your pastor can still access requests if needed.

Inactivating a Request: Click Edit, select Inactive, explain why you are inactivating it, and click Save.

Viewing Care Request Forms

Every story matters to God, and us. Please watch for care request notification emails from One-on-One Care Ministry; see the example in the Appendix. Review new care requests and contact the attender **ideally within a few days, but for sure within a week** of submission to explain how One-on-One Care works and what it is and isn't and understand their situation well enough to approve or decline the attender for care, and if approving, afterwards assign an appropriate Caregiver.

One-on-One Care is…	One-on-One Care isn't…
Christ-centered emotional and spiritual support	Counseling, professional advice or solutions, or able to diagnose mental illness
For grief, divorce, illness, job loss, or other challenging life circumstances	Crisis intervention
Comfort through being heard, encouraged, and prayed for	Intended to give advice or try to solve problems for people
A supplement to pastoral care	For intensive mental health treatment
	A replacement for pastoral care

Director Contacts Attender & Decides Whether to Approve for One-on-One Care

1. Click the One-on-One Care Request link on your main account page. The One-on-One Care Request page mostly displays active requests and ones waiting until a future date to be followed up on; completed ones disappear after 60 days to keep things uncluttered.

Date received request

2. Click on the name of a Care Receiver to view their care request.

   #### Identifying Repeat Care Receivers

   To discover if someone's received care previously, ask them or skim the notes in the request. If they received care since Spring 2025, the notes would indicate that.

The top part shows their contact information, the Connector (meaning who's currently assigned to connect with individual or manage the request), and the request submission date. The next part shows the Care Receiver's One-on-One Care Request form responses.

Eddie Eaglebrook

Contact Information
(997) 654-3210 Mobile

eddie.eaglebrook@gmail.com

Connector
Rebecca Arkell

Request Date
6/16/2024

Placement Group
No group assigned

Test

One-on-One Care

Birth Date
1/1/1995

Do you have children? If yes, please list the names and ages of your children
yes

Please provide the name, mobile phone number, and email address of someone we can contact in case of an emergency (include their relationship to you as well).
NA

Please share with us your occupation
Test

What is the best time of day to contact you?
Test

How do you believe a One-on-One Care Giver can be of encouragement to you?
Test

Do you currently have anyone else (e.g., family member, professional counselor) caring for you? If yes, please give their name and contact information.
Test

Are you currently part of a small group or serving team?
No

How did you hear about our One-on-One Care ministry?
Family member or friend

Available Workflows

♥ [ONE-ON-ONE CARE] EMAIL FEEDBACK REQUESTS

EDIT   TRANSFER

3. Contact the attender **ideally within a few days, but for sure within a week** of receiving the request to better understand their situation, explain One-on-One Care, and confirm if they are interested in moving forward.

The next part, called Workflows, shows what system automations have happened. If interested in them, use the drop list arrow to view them. There's nothing to "do" there though.

Activities

Date	Activity	Opportunity	Connector	Note	
5/15/2024	Assigned	1:1 Care Requests to Manage	Rebecca Arkell		✕
10/20/2023	Connected	Serving Team Promotions	Cora Bettcher (Staff)		✕
10/20/2023	Automated	Serving Team Promotions	Cora Bettcher (Staff)	Volunteer Leader Agreement sent to cora21duffy@gmail.com	✕

⊕

Use to add notes

The last part is the notes part, reflecting different activities that have occurred. **Add a note whenever you attempted or made contact with the Care Receiver. Also, make a note of initial information the Caregiver needs to know about the care situation** (e.g., type the words SUBMISSION FORM INFO in the Note box, then copy and paste in that information). Caregivers lack access to submitted forms.

4.   Click the **+** in the lower right to add a note; see pic above. Then, this screen displays:

5.   Select the appropriate choice from the Activity drop list (Called or Left Message, Emailed, Met With, Other, Texted, The Care Relationship Ended), type in a note, and click Add.

   Examples:

   - Activity: Called or Left Message; Notes: Spouse w/ dementia, approved for care
   - Activity: Called or Left Message; Notes: Clarified not counselors, situation – recent bipolar diagnosis, denied for care. Said I'd email counseling recommendations after talking with pastor.

Example note to Caregiver after you reviewed care and feel it's time to wrap up:
Activity: Other; Notes: Chris, let's connect about tapering off care/best next steps.

If Approved, Director Assigns Caregiver (If declined for care, click Edit, select Inactive, and click Save.)

6. Click Edit if approved for care, select In Progress in the Status area, and click Save.
7. Find an available Caregiver best suited to this care situation. Tip: Make a note to yourself somewhere to keep track of which Caregivers you've contacted. If all are at their max number of relationships, let your pastor know—they'll advise about next steps.

   Caregivers may have a max of 1 Care Receiver at a given time. Exception: 2 if Caregiver decides they can manage another, **and** you agree; avoid "requiring" another relationship. The goal is transformed Care Receivers and healthy, effective volunteers.

8. Select the Caregiver's name from the Connector drop list to assign this request to them. To do so, click on the name currently showing there. Then, the name choices display.

Caregiver Cares for Care Receiver & Notifies Director when Care Ends

Care relationships may last up to a max of 6 months; exception: in rare situations, up to 9 mo. if your overseeing pastor approves. Periodically, check how long relationships have been going. Affirm volunteers doing well. Support others who need a little coaching to help care end well.

Special Situation: Care Receiver Withdraws or Stops Responding

When the Caregiver lets you know, inactivate the care request and send the feedback forms:

- Click Edit on the care request, select Inactive in the upper right, type in comments so staff can quickly understand why it was inactivated, and click Save. (Ignore other fields.)
- Click One-on-One Care Email Feedback Requests in the workflow area and go to Step 10. The system automatically emails the Care Receiver for feedback and sends a different email to the Caregiver for a care summary; see Appendix. These insights help pastors who may interact with the Care Receiver, equip the One-on-One Care team if the person re-applies for care, and help Caregivers grow.

Director Auto-Sends Feedback Forms

9. In "normal" situations, after you are notified, care has ended (example email in Appendix), click Edit, Completed, and Save. Just a heads-up: Avoid changing the Connector to yourself before doing this or your name will show instead of the Caregiver's on forms. The system automatically emails feedback forms to the Care Receiver and Caregiver; see Appendix. The pastor over One-on-One Care at the campus noted on the connection gets the completed forms.
10. Ask the pastor for the forms to review if you haven't received them a few weeks after care ends.

Director-Caregiver Debrief

11. Meet with the Caregiver to talk about the care they provided—where they felt most and least confident—and take time to celebrate any transformation in the Care Receiver's life.

Keeping Track of Care Receivers Assigned to You

Please review the One-on-One Caregiver Instructions document. It applies to you, too.

Appendix

When someone replies to an email, it goes to the sender's email address (like the director's or pastor's), even though the email shows as coming from the ministry.

Caregiver to Train Notification Email to Director

From: One-on-One Care Ministry <careministries@eaglebrookchurch.com>
To: Beth S
Subject: Tiffany Colbert has a "Caregivers to Train" Connection Request

Hey Beth,

Tiffany Colbert has a "Caregivers to Train" connection request. Please log into your my.eaglebrookchurch account to view the request and contact the individual.

Volunteer Training Emails

Auto-Sent Email Upon Clicking Send Module 1

From: Eagle Brook One-on-One Care Ministry [Note: Replies go to Sender's email]
Subj: Welcome to Online Care Training

Hey [First Name],

Welcome to the start of online care training! Thank you for your passion to care for others going through a tough time. Our hope is that this training better equips you to serve those you will encourage and support.

Training Overview: 3 training modules, apprenticing under someone experienced, and ongoing development through team gatherings

Most modules include:

- A self-evaluation
- Content reading in the form of a PDF
- Video teaching and a few follow-up questions
- A book study

Each module should be completed in about two weeks. After each one, identify your key learnings and questions.

Periodically, our campus has gatherings for the One-on-One team to connect and continue to develop. These are an excellent opportunity to meet some of the staff and leaders of One-on-One Care at our campus, celebrate what God's been doing, and ask questions related to caring well for your care receiver.

Getting Started

Create your free RightNow Media account. This online video library has over 6000 Bible-based resources. You must first set up an account to access the training resources below.

Module 1 covers some key topics as you begin to look at caring for others, including how to lead someone to Christ. As you provide support to those in need, you may find they have not made the life-changing decision to ask Jesus into their life. It's a huge component of care and our mission as Christ followers and a church. To complete Module 1, please click on the following links, contact me about getting the first book if you haven't been told already, and then let me know when you're done.

- Self-Evaluation
- Content Reading
- Video Training
- Book Study

As you begin your training, please know we are praying for you. Should you have any questions, don't hesitate to ask!

Take care,
[Director/Pastor's name]
Eagle Brook One-on-One Care Ministry

Auto-Sent Email Upon Clicking Send Module 2

From: Eagle Brook One-on-One Care Ministry [Note: Replies go to Sender's email]
Subj: Online Care Training Module 2

Congrats, [First Name], on completing Module 1! You are now ready for Module 2.

One of the main topics discussed in this next module is boundaries. Sometimes, in our own wiring, we feel like we must go above and beyond what is reasonable when it comes to caring for one another. We may be asked to do something and wonder if it even falls into the normal scope of care. At times, it may be hard to say "no" because it does not sound all that Christian. In this training, you will learn more about boundaries, as well as how people deal with change so that you can feel more confident and competent navigating such situations. Below are the links to get you started. Again, please contact me to get the second book, and then let me know when you're done.

- Self-Evaluation
- Content Reading
- Video Training
- Book Study

Once again, you should be able to complete this module within two weeks or less.

May God guide you in reflecting on what this module includes. You are in our prayers!

Take care,
[Director/Pastor's name]
Eagle Brook One-on-One Care Ministry

Auto-Sent Email Upon Clicking Send Module 3

From: Eagle Brook One-on-One Care Ministry [Note: Replies go to Sender's email]
Subj: Online Care Training Module 3

[First Name], you are now ready for the final segment of online care training! This teaching deals with some of the tougher topics that people are going through. Some may be feeling down and depressed over their situation. Others may be going through a serious health crisis. As a volunteer, you will have the opportunity to walk with them during this time.

Below are the links to get you started. There is no book for this module. Simply, let me know when you've finished the online training.

- Self-Evaluation
- Content Reading
- Video Training

Once you have completed Module 3, we will send you information regarding your next steps.

Thank you again for your willingness to serve God and be a source of encouragement and hope to others!

Take care,
[Director/Pastor's name]
Eagle Brook One-on-One Care Ministry

Auto-Sent Email Upon Clicking Send Experience Inventory

From: Eagle Brook One-on-One Care Ministry [Note: Replies go to Sender's email]
Subj: Congrats! Here's What Is Next Related to One-on-One Care

Congratulations, [First Name], on finishing the online care training! I hope you feel better equipped to serve those in need.

Your next step is to complete this Caregiver Experience Inventory in the next week to better help us match you with care receivers. Whenever possible, the desire is to match care receivers with someone who has experienced something similar since they are more likely to get the situation and understand what's helpful.

Once you submit that inventory, let me know and I'll explain what apprenticing will look like moving forward. The goal of it will be to prepare you to meet with a care receiver on your own. Caregiving is a little like parenting in that we may never feel 100% "ready." So, when you feel 80% confident and competent, please let the person you apprentice with know. Know that your love and care are incredible ministry tools in the mending journey of care receivers!

Take care,
[Director/Pastor's name]
Eagle Brook One-on-One Care Ministry

Auto-Sent Email Upon Clicking Resend Experience Inventory

From: Eagle Brook One-on-One Care Ministry [Note: Replies go to Sender's email]
Subj: Reminder to Complete Your Experience Inventory

Hi, [First Name]!

Your next required step is to complete this Caregiver Experience Inventory in the next 3-5 days so that when the time comes we can better match you with care receivers. Whenever possible, we try to match care receivers with caregivers who have experienced something similar in life to provide optimal care. I'm happy to connect with you if you have questions or concerns.

Thanks much!
[Director/POCO's name]
Eagle Brook One-on-One Care Ministry

One-on-One Care Request

First Name *

Last Name *

Email *

✉

Campus *

⌄

Mobile Phone

📱

One-on-One Care

Birth Date *

⌄ / ⌄ / ⌄

Do you have children? If yes, please list the names and ages of your children *

Please provide the name, mobile phone number, and email address of someone we can contact in case of an emergency (include their relationship to you as well). *

Please tell us the city and state you live in to assist with matching you with a caregiver. *

Please share with us your occupation *

What is the best time of day to contact you? *

How do you believe a One-on-One Caregiver can be of encouragement to you? *

Do you currently have anyone else (e.g., family member, professional counselor) caring for you? If yes, please give their name and contact information. *

Are you currently part of a small group or serving team? *

⌄

How did you hear about our One-on-One Care ministry? *

⌄

Please tell us the circumstances that prompted you to request meeting with a One-on-One Caregiver.

CONNECT

Page 2 of Submission Form (After e-signing, Care Receiver is auto-sent a copy.)

One-on-One Care Terms of Agreement

One-on-One Care is a ministry of Eagle Brook Church designed to provide hope and encouragement to individuals going through a challenging season in life. Life can be difficult and painful; however, it doesn't have to be managed alone! Often, knowing that someone else cares and is aware of what we are going through, can be of great comfort. A One-on-One Care Giver can offer a listening ear, compassion, and prayer.

One-on-One Care Terms of Agreement

By entering your name below, you are submitting your electronic signature to indicate that you have read and agree to the terms listed in this document.

- One-on-One Care Givers: Care Givers meet with a One-on-One Care Receiver of the same gender, typically one hour per week, in person, over the phone or through a video conference call.
- One-on-One Care Receiver: A One-on-One Care Receiver must be over the age of 18.
- Christian: Care Givers are Christ-followers who provide biblical care by sharing Scripture and prayer.
- Confidentiality: Care Givers have been trained to treat personal information confidential. There are rare occasions when a Care Giver must share confidential information to protect a Care Receiver or someone else. Those occasions include abuse, suicide, or homicide.
- Supervision: Care Givers are supervised by lay volunteers and pastors, not professional counselors, therapists, or physicians.
- Small Group Peer Supervision: Care Givers meet regularly in small groups to give and receive peer supervision to help them provide quality care and to grow as Care Givers. In this context, they may share small amounts of information regarding their Care Receivers, without sharing names or intimate details. Care Givers may also receive individual supervision from a One-on-One Care Director or Eagle Brook pastor.
- Professional Consultation: On rare occasions a Care Giver, in consultation with an Eagle Brook pastor, may decide that the best way to care for a Care Receiver is to consult with a mental health professional. In such cases confidentiality is maintained.
- Commitment: Both the Care Giver and the Care Receiver are to be equally invested. Regular communication is the most important part of the caring relationship. Regular communication allows the relationship to grow and for trust to be built. Lapses in communication can have a negative impact on the caring relationship. Other Eagle Brook attenders are frequently awaiting care, therefore if there is an unplanned lapse in contact from the Care Receiver, One-on-One Care will likely be discontinued.

Type Name

By clicking the sign button below, I agree to the above agreement and understand this is a legal representation of my signature.

SIGN

Initial Care Request Notification Email to Director

Elizabeth Eaglebrook has a "1:1 Care Requests to Manage" Connection Requ...

OC One-on-One Care Ministry <careministries@eaglebrook
To   Beth S   9:59 AM

ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.

Hey Beth,

Elizabeth Eaglebrook has a "1:1 Care Requests to Manage" connection request. Please log into your my.eaglebrookchurch account to view the request and contact the individual.

Our mailing address is:
Eagle Brook Church
7015 20th Ave
Centerville, MN 55038

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Care Relationship Ended Notification Email to Director

From: One-on-One Care Ministry <careministries@eaglebrookchurch.com>
To: Tom Simpson
Subject: A Care Relationship Ended -- Next Steps

Hey Tom,

The Caregiver, Rebecca, indicated care for Eddie Eaglebrook has ended. Please log in to review the notes and confirm it wasn't a mistake. If all looks good, click Edit, mark it as Completed, and click Save. The feedback forms will then be sent automatically. Be sure to debrief with the Caregiver about their experience, including where they felt confident and where they struggled. And don't forget to celebrate any transformation in the Care Receiver!

Thank you!
Eagle Brook One-on-One Care Ministry

Feedback Emails

Auto-Sent Email Sent to Care Receiver Upon Clicking Send Feedback Requests

From: Eagle Brook One-on-One Care Ministry [Note: Replies go to Sender's email]
Subj: One-on-One Care, how'd it go?

Hi [First Name],

Hopefully, you were encouraged and supported when facing whatever difficulties led you to find support. While caregivers are not intended to be counselors or therapists, our desire is that you were reassured of God's work in your life. You matter to us, and as a church, we are curious how it went from your perspective. Would you please let us know so we can continue to make One--on-One Care better?

Care Receiver Feedback

Blessings,
[Director/Pastor's name]
Eagle Brook One-on-One Care Ministry

Auto-Sent Email Sent to Email to Caregiver Upon Clicking Send Feedback Requests

From: Eagle Brook One-on-One Care Ministry [Note: Replies go to Sender's email]
Subj: Request for End of Care Summary

Hey [First Name],

Hopefully, you were able to encourage and support your care receiver in their difficult situation. While caregivers are not intended to be counselors or therapists, our desire is that you were able to reassure the person of God's work in their life. With that in mind, please let us know how it went from your perspective.

Caregiver End of Care Summary

Blessings,
[Director/Pastor's name]
Eagle Brook One-on-One Care Ministry

One-on-One Care | Care Receiver Feedback

Our desire is that you were encouraged and supported while facing whatever difficulties led you to request care. While caregivers are not intended to be counselors or therapists, our hope is that you were reassured of God's work in your life. With that in mind, please let us know how it went from your perspective so the care offered to others can continue to be improved.

Looking Back

Indicate to what extent you agree with each statement below: (answer choices for each: Strongly Agree, Agree, Disagree, Strongly Disagree

This experience was helpful to me. *

○ Strongly Agree   ○ Agree   ○ Disagree   ○ Strongly Disagree

Overall, I felt understood. *

○ Strongly Agree   ○ Agree   ○ Disagree   ○ Strongly Disagree

Overall, I felt cared for. *

○ Strongly Agree   ○ Agree   ○ Disagree   ○ Strongly Disagree

Overall, I felt encouraged *

○ Strongly Agree   ○ Agree   ○ Disagree   ○ Strongly Disagree

We established wins/goals for my care *

○ Strongly Agree   ○ Agree   ○ Disagree   ○ Strongly Disagree

Those wins/goals were accomplished *

○ Strongly Agree   ○ Agree   ○ Disagree   ○ Strongly Disagree

What about this relationship and experience was most helpful to you? Be specific (e.g., my caregiver listening, praying, sending Scripture, giving words of encouragement, other caring gestures). *

What's the main way this relationship and experience could have been better? Be specific. *

One-on-One Care Director Instructions

Looking Ahead

Were there any next steps that were talked about? Yes/no. If so, are you clear on what they might be? *

Comments

What else is important for us to know?

SUBMIT

One-on-One Care | Caregiver End of Care Summary

Our desire is that you were able to encourage and support your care receiver in their difficult situation. While caregivers are not intended to be counselors or therapists, our hope is that you were able to reassure the person of God's work in their life. With that in mind, please let us know how it went from your perspective and share enough so that if someone else had to provide care for this person in the future, they would be prepared. Please keep your comments brief and objective.

Care Summary

Caregiver
Rebecca Arke

Care Receiver
Rita Olson

Care Start Date

Care End Date
5/15/2024

Method of Care: We mostly met via *

Frequency of Care: We generally met *

When we met, our meetings were *

Imagine you just got on the elevator with someone who might have to care for this person in the future and you want to tell them the 2-minute version of this care relationship.

Care Need: The main reason the person sought care was ___ (e.g., their chronic illness, spouse's infidelity). *

Care Wins/Hopes: We (established, didn't establish) a main win(s) or specific hope(s) for our care relationship. *

Ownership: The person was (really engaged, engaged, not engaged, really not engaged) in their own care (taking responsibility for their care, showing up for meetings, etc.). *

End of Relationship: The relationship ended (really well, well, not well, really not well). *

Next Steps

We (discussed, didn't discuss) next steps for care with them. *

[dropdown ⌄]

Comments

What else is important for someone to know if they provide care to this person?

[text area]

SUBMIT