

Volunteer Starter Guide

One-on-One
Care Team

Name:

Date:

Welcome!

We are so happy to have you join the One-on-One Care team through Eagle Brook Church!

One-on-One Care is a ministry designed to provide hope and encouragement to individuals going through a distressing or transitional life situation. While life can be difficult or painful, it doesn't have to be managed alone. Through your support, individuals can experience the love of God and the love of our church through you!

This guide will help you get off to a great start. It covers how your role fits into God's plan to care for others, as well as practical details you'll need to know to help make a difference in the lives of others.

With Gratitude,
Eagle Brook Church

Our Mission and Focus

Eagle Brook's mission is to reach people for Christ. By expressing God's love to others, our One-on-One Care Ministry plays a critical role in reaching people for Christ. With loving support and prayer, hearts can be softened and a relationship with Jesus can begin and grow!

Life can be difficult and the need for emotional and spiritual support is undeniable. One-on-One Caregivers offer compassionate understanding and love to attenders going through a challenging season in life. Often, knowing that someone else cares and is aware of what we are going through, can be of great comfort and encouragement to alleviate general distress and despair.

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.

One-on-One Caregiver

One-on-One Caregivers are trained volunteers extending the care of our pastoral teams. They have a passion for bringing Christ's love and care to people during a time of need.

Jesus said, "So now I am giving you a new commandment: Love one another. Just as I have loved you, so you should love each other." (John 13:34)

When individuals share their burdens with others, their burdens feel lighter. We can help carry a Care Receiver's burdens through a listening ear, encouraging words, and prayer.

Paul wrote to the Galatians, "Carry each other's burdens, and in this way you will fulfill the law of Christ." (Galatians 6:2)

You, as a Caregiver, may have gone through challenging times yourself and remember what was helpful and what wasn't. Your experience can be used by God to help others going through the same or a similar experience.

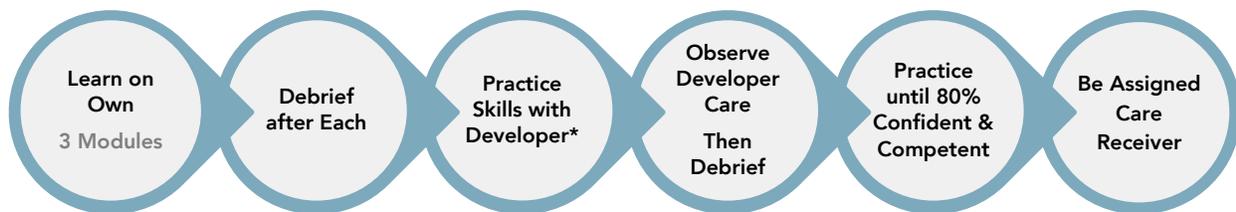
"God is our merciful Father and the source of all comfort. He comforts us in all our troubles so that we can comfort others. When they are troubled, we will be able to give them the same comfort God has given us. For the more we suffer for Christ, the more God will shower us with his comfort through Christ. Even when we are weighed down with troubles, it is for your comfort and salvation! For when we ourselves are comforted, we will certainly comfort you. Then you can patiently endure the same things we suffer. We are confident that as you share in our sufferings, you will also share in the comfort God gives us." (2 Corinthians 1:3-5)

It is important for One-on-One Care Receivers to have the opportunity to explore difficult feelings. Caregivers are to listen with compassion, accept people as they are, respect another's spiritual journey, and embody the caring presence of God. By doing this, Caregivers provide a safe space for a Care Receiver to talk about their experiences, thoughts, and feelings without being judged or criticized. Caregivers accept people as they are without telling them how they should be.

Caregivers meet with individual Care Receivers, ages 18 and up, of the same gender. The dynamics of meeting with more than one person conjointly (e.g., parents/children, husbands/wives) is considerably more complex and beyond the scope of our One-on-One Care Ministry.

Initial Training

Your initial training consists of a blend of learning on your own and apprenticing under someone experienced. The goal is to confirm serving in this way is a great fit and ensure you feel confident and competent to provide care. When you feel that way and the person(s) developing you agrees, you are ready to be assigned a care relationship. Your training duration depends on learning needs and meeting availability.



*the person developing you

How to Prepare

Most modules consist of self-evaluation questions, online reading, a video, and a book study.

- **Decide what works best to take notes** and keep track of your learnings and any questions you want to ask the person developing you (a notebook, mobile app). After completing the three online training modules, review the remainder of this guide and identify questions you want to ask the person developing you.
- **Set up an account in RightNow Media** through Eagle Brook’s website to access the modules: eaglebrookchurch.com/next-steps/grow-in-faith/rightnow-media/. Once logged in, click the Eagle Brook Church icon at the top, and scroll down to the **One-on-One Care Training** section. Please check in with the person developing you after each module to let him/her know about your progress and ask any questions you have. Each module will likely take a couple of weeks.

	Module 1	Module 2	Module 3
Self-evaluation	About Listening, Feelings, and Emotions	About Boundaries	About Challenging Care Situations
Reading	Confidentiality, Listening Well, Feelings, and Emotions, The Mud Hole and The Safe House Book: <i>Christian Caregiving: A Way of Life*</i>	Boundaries in Caregiving, Assertiveness, Leading Someone into a Relationship with Jesus Book: <i>Don't Sing Songs to a Heavy Heart: How to Relate to Those who are Suffering*</i>	Dealing with Change, Crisis Theory, Depression, Grief
Video	Changes That Heal: Formula for Change	Boundaries	Comfort for the Suffering

*The books will be provided to you.

One-on-One Care Receiver

A One-on-One Care Receiver may be experiencing one or more difficult life experiences, such as:

- Adoption
- Blending families
- Chronically ill, in pain, or disabled
- Death of a loved one
- Empty nest
- Financial worries
- Homebound
- Hospitalization
- Infertility
- Job loss or career change
- Living away from home for the first time
- Loneliness
- Major life decisions
- Mild depression
- Military deployment
- Miscarriage
- Natural disaster
- Newly married
- Parenting challenges
- Relationship issues
- Relocation
- Retiring
- Separated or divorcing
- Spiritual concerns
- Stress of being a caregiver
- Vocational stress

Once someone completes an online form available on Eagle Brook's website, the request is received. The Care Director from your campus will contact Caregivers on your team to determine placement. The Care Director will ask Caregivers to prayerfully consider involvement before committing.

Meeting with a One-on-One Care Receiver

Once you've agreed to meet with a Care Receiver, call to introduce yourself and to set up a mutual time to meet. Caregivers generally meet with their Care Receiver once a week for about an hour. These meetings can take place in person, over the phone, or through a video conference call.

Start and end each meeting with prayer, inviting God into the care relationship by asking for His wisdom, guidance, peace, and comfort. Caregivers rely on Christ, knowing their own knowledge, experiences or abilities are not enough to bring healing and wholeness to a Care Receiver. The time with your Care Receiver is a precious gift, you are in God's presence and your time together is a shared blessing! Caregivers carry their Christian faith with them, but this does not mean they try to force their faith on others. It is an opportunity for the Care Receiver to grow in their own faith.

As you meet, listen carefully. Resist the temptation to adopt a problem-solving approach. Your role is to be available to help your Care Receiver recognize and express thoughts and feelings in order to work through their own problems. Listen with compassion and gentleness, without giving advice, to allow your Care Receiver the opportunity to make his/her own decisions. Offer care and concern without trying to fix or cure your Care Receiver. Ask yourself, "How can I love my Care Receiver?" rather than "How can I help my Care Receiver?"

Your One-on-One Care relationship is designed to focus on the concerns of your Care Receiver and not your own personal needs/concerns. If you are experiencing a difficult situation or season in your own life, please contact your Care Director for guidance.

Listening

The value and healing potential of having one's story heard is profound. Through sharing their stories, Care Receivers can develop a greater self-awareness and see their situation in a clearer way. Being heard by an objective, compassionate listener allows people to experience a deep sense of support and care and may enable them to recognize that faith in God can help them through stressful difficulties.

Are you a good listener? These tips can help your Care Receiver know that you are really listening:

- Give your Care Receiver your undivided attention
- Let them sit in silence and collect their thoughts if they need to
- Encourage them to tell their story in their own words and in their own time
- Question them politely, gently, tactfully, and without intruding
- Always try to see their point of view, even though you may not agree with it

Avoid:

- Looking around the room or glancing at your phone while your Care Receiver is talking
- Making a snap judgement based on their personal appearance, Bible knowledge, or church attendance
- Interrupting to tell them how you once had a similar problem
- Finishing their sentences
- Saying you understand before you've heard what their true issues are
- Telling them what you would do in their position

Initiating Meaningful Conversation

The goal of One-on-One Care is to create an atmosphere where a Care Receiver feels comfortable sharing their life's circumstances without feeling hurried or being worked on. Below are the types of questions that can encourage conversation. Validating a Care Receiver's feelings is an integral part of rapport building. Feelings are not facts, and there is no right or wrong way to feel about any given situation. Do not ask all these questions at one meeting! Choose two or three to get the conversation started or to keep it flowing.

Thinking back over **the past week**, what were high/low points for you?

- Describe how you felt.
- When did you feel most productive and engaged? Why do you think that was?

What are your best hopes for our time together **today**?

- What is your main concern today?
- What is different today from the last time we met?

How would you define the **challenges** you're facing right now?

- What do you think caused the situation to worsen?
- How have you been coping with your situation?
- What avenues have you pursued in the past that have worked well?
- Tell me about a time when you were not experiencing these difficulties.

Tell me about your **feelings**.

- How does your situation typically make you feel?
- How does the problem affect how you feel about yourself?
- Do you feel sad, mad, hopeless, stuck, or something else? What else do you feel? Tell me more.
- When you tell me you feel angry, what else do you feel: disappointed, hurt, betrayed, lonely, or something else?
- How do you typically handle irritations, aggravations, and frustrations? Do you get mad easily? How does your anger come out?
- How do you feel when a problem pops up unexpectedly?
- We all use different strategies to cope. Do you find yourself reaching for caffeine, drugs, alcohol, food, sex, shopping, the internet, or something else to make you feel better?

Tell me about the important **relationships** in your life.

- How connected do you feel to the people around you?
- How or where do you see God in your situation?

What is your biggest concern for the **upcoming week**?

- How could you meet this challenge?
- Is there a decision you need to make that you have been struggling with?
- What is one positive change you can make this next week?
- What is something you are looking forward to?
- How can I pray for you?

Confidentiality

Being listened to in confidence will build trust within your care relationship. Confidentiality is critical unless your Care Receiver is in imminent danger, or they are a danger to someone else. There are rare occasions when a Caregiver must share confidential information. Those occasions include abuse, suicide, or homicide. If this is the case, contact your Care Director or a pastor from your campus immediately.

Caregivers meet regularly as a team to give and receive peer supervision to help them provide quality care and to grow as Caregivers. In this context, you may share small amounts of information regarding your Care Receiver, without sharing names or intimate details. Caregivers may also receive individual supervision from their One-on-One Care Director or an Eagle Brook pastor.

Biblical Support

As a One-on-One Caregiver, you are providing pastoral type care. Applying Scripture to your Care Receiver's struggles can help you both rely on God's strength and power to bring about hope, emotional healing, and spiritual growth. God's Word changes hearts, impacts how we navigate daily trials and can help us grow in our faith. Encourage your Care Receiver to download the Eagle Brook Church app on their phone or tablet. Bible reading plans are available as well as access to weekend messages and music.

Bring your Bible as you meet with your Care Receiver and be prepared to share a couple of encouraging verses. Although you are not limited to these options, below are some Scripture references to help get you started:

Addiction

Matt 11:28
Rom 12:1

Anger/Bitterness

Psalms 37:7-9
Eccles 7:9
James 1:19-30
Eph 4:26
Eph 4:31-32
Col 3:13
Heb 12:14-15

Anxiety

Phil 4:4-8
Heb 13:6
John 14:27
1 Pet 5:7
Matt 6:25-34

Comfort/Security

Isa 26:3-4
Isa 41:10
John 14:1

2 Cor 1:3

Heb 11:1
Isa 66:13

Faith/Confidence

Josh 1:9
Matt 5:6
2 Cor 9:8
Eph 6:10-18

Faith in Christ for Salvation

Rom 3:23
Rom 6:23
Rom 5:8
Rom 10:9-10
Rom 5:1-2
John 3:16

Guidance

Prov 3:5-6
Isa 30:21
Psalm 25:9
Rom 8:26

Guilt

Isa 43:25
Rom 5:1
Psalm 103:8-12

Healing

James 5:14-15
Isa 53:5
Psalm 147:3

Hope

Psalms 42:5
Rom 8:28
1 Pet 5:7
Matt 19:26

Life in Christ

Matt 6:33
Eph 4:17-32
Gal 2:20
Gal 5:17-26

Love of God

Eph 3:16-19
1 John 3:1
1 John 4:14-16

Self-Discipline

Psalms 141:3
Prov 16:32
Phil 4:8-9

Temptation

1 Cor 10:13
Heb 4:14-16
1 Pet 2:24

When Offended

Matt 18:15-16
Gal 6:1-2
1 Cor 5

Wisdom

James 1-5
Proverbs

Next Steps

Become familiar with other care ministries through Eagle Brook such as DivorceCare, GriefShare, Quest 180, after-service prayer, prayer by appointment, and online prayer. Availability varies by campus. Encourage your Care Receiver to check out the following links on the Eagle Brook website as they're ready to pursue options for additional spiritual growth:

eaglebrookchurch.com/next-steps/following-christ/
eaglebrookchurch.com/join-a-group/
eaglebrookchurch.com/next-steps/grow-in-faith/
eaglebrookchurch.com/next-steps/start-serving/

Prayer

As you close each time with your Care Receiver, spend a few minutes again in prayer, bringing your Care Receiver's needs before God. Your role is not to solve your Care Receiver's problems but to reach out to God on their behalf and to connect them with him.

Care Receivers come from a variety of church/religious backgrounds. Pray as if you were simply talking with God the way we talk with each other. Keep your prayers simple and easy to understand so that the experience is comforting and encouraging.

Spend time in Bible study and prayer throughout the week so that you are spiritually prepared to support your Care Receiver. Ask the Holy Spirit to fill you with His presence and give you the words to say (or when to stay silent) as you meet with your Care Receiver. Pray for your Care Receiver's needs. Pray for your One-on-One Care team as well.

Physical Touch

In our post-Covid world, many are less uncomfortable with physical touch, and depending on their or the global health situation, it may not be advised or appropriate.

One-on-One Care is Not Counseling

Caregivers offering a kind, compassionate presence through listening, Scripture, and prayer helps most. But sometimes, a Care Receiver may need more focused or specialized support from a mental health professional. Caregivers aren't qualified to diagnose mental health issues or handle issues such as active addiction, psychosis, suicidal thoughts, or medication assessment/management. These are best handled by professionals who receive extensive training and have the appropriate state licensure.

Ask yourself the following questions to help determine if your Care Receiver could benefit from professional support, and then reach out to the Care Director at your campus to discuss your concerns and to process how to navigate the referral to a mental health professional:

- Does your Care Receiver seem to have difficulty maintaining the basic functions of life (making simple decisions, caring for their children, adhering to a time schedule, sleeping or eating normally, going to work)?
- Would you expect your Care Receiver to be doing significantly better by now?
- Does your Care Receiver's ability to cope seem to be on a definite downward spiral?
- Is your Care Receiver becoming overly dependent on you?
- Has your Care Receiver become extremely withdrawn from his/her usual social activities?

- Is your Care Receiver behaving explosively or threatening violence?
- Has your Care Receiver mentioned suicidal thoughts or behaved in reckless, self-destructive ways?

Although some Care Receivers cannot afford to seek the care of a mental health professional, this is not a justifiable reason to continue a One-on-One Care relationship with a Care Receiver who really needs professional support. This can be harmful to both the Caregiver and Care Receiver.

Ending a Care Relationship

It may take a few weeks for you and your Care Receiver to get to know one another and for open communication to develop. It is typical for a One-on-One Care relationship to last approximately 3-6 months, occasionally nine months with leadership’s approval. Your Care Director can help determine the length of the care relationship.

The hope is always to help people move from a place of hurt to a place of healing. After someone finishes One-on-One Care, the next step in someone’s wellness journey might be joining a care group like GriefShare, DivorceCare, or a specialized small group with others who understand their situation (e.g., infertility, cancer). For others it’s appropriate to recommend joining a regular small group, especially if you are confident that their needs won’t place an unintended burden on the group.

Ongoing Training in Team Meetings

Caregivers typically meet with their One-on-One Care team six or more times a year to broaden knowledge, skills, and abilities and get support related to existing care relationships. For instance, a team might do one of the following related to building skills:

- Read a care-related book and talk about a chapter or two together as they meet, e.g.:
 - *Bible (especially Psalms)*
 - *Alongside: A Practical Guide for Loving Your Neighbor in their Time of Trial* by Sarah Beckman
 - *Biblical Counseling* by Dr. Tim Clinton/Dr. Ron Hawkins
 - *Counseling Through Your Bible Handbook* by June Hunt
 - *Group’s Small Group Emergency Response Handbook*
- Listen to a care-related podcast or video together (or prior to meeting) and discuss how it applies within One-on-One Care
- Ask a specialist to present on a care topic (e.g., depression, eating disorders, trauma)

The meeting time focused on existing care relationships is a terrific opportunity to learn from each other and pray for each other. You can process experiences, ask questions, and discuss best practices. Your Care Director will schedule these meetings. Use the space below to note team meeting dates:

Sites to Bookmark

Eagle Brook Volunteer Site

Find more helpful resources in the Care Ministries area.

eaglebrookchurch.com/volunteers

my.eaglebrookchurch.com

Access the church management system to:

- Ensure your contact information is up to date on the My Account page (upper right under your name), especially your email address, so you receive notifications related to care relationships and serving
- Manage care requests assigned to you

my.eaglebrookchurch.com/login

Username:

Password:

Eagle Brook App

You can catch up on message series for kids, students, and the weekend, find great Bible reading plans and growth resources, and engage with weekend extras. The more familiar you are with it, the easier it will be to direct care receivers to specific resources there as well. The app is available on all major mobile platforms including iOS and Android.

eaglebrookchurch.com/app

RightNow Media

Think of it as the Netflix of spiritual growth! It's full of videos and Bible studies to make growing in your faith easier. It's also a convenient place to check for more information related to the care receiver's need, especially if it's a life challenge you have not experienced.

eaglebrookchurch.com/rightnowmedia

Congrats!

Starting something new can be intimidating, but you did it—and we're so grateful! Eagle Brook encourages everyone to grow in our five values. Serving can help us grow in these values to become people who:

Follow Jesus

Spend Time with God

Connect in Community

Serve Others

Live Generously

Your input and ideas are welcome, as are any questions you may have, as you learn more about the ministry in which you serve. Thank you for serving others and being so generous with your time.



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