

Grace Cancer Care Ministry Service Description

Service Title: Prayer/Spiritual Support Coordinator **Support Team:** Spiritual **Effective Date:**

Primary Purpose of the Service: Organizing prayerful support for the members of the Grace Cancer Care Ministry and the families receiving care from the ministry.

Process Definition:

Prayer for Ministry Team

- Recruit members for a prayer team
 - Gather contact information from members (phone #/email address)
- Work with the assessor to be aware of team members who are currently involved in ministering to a family to keep the team members in prayer
- Be a contact person whom the assessor can contact with specific prayer requests from the team
- Keep prayer team aware of prayer requests from assessor/ministry team

Prayer for Family Receiving Support

- Work with assessor to determine if a member of the family or the care receiver would like a prayer companion
- Contact the prayer team to recruit a member(s) to be a prayer companion(s) for the family
- The Prayer Companion could become the grief support person

Spiritual Support

- Upon the family's request, contact appropriate clergy for communion if desired
- Have familiarity with other resources/support available for family

Service Needs:

- Transportation/telephone

Other Pertinent Information:

Grace Cancer Care Ministry Service Description

Service Title: Administration **Support Team:** Administration **Effective Date:**

Primary Purpose of the Service: Provide accounting, publicity, administration tasks and coordinate training for the Cancer ministry.

Process Definition:

Accounting

- Coordinate the development of ministry goals and budgets
- Execute the financial approval and donation process
- Ensure prompt bill payment and periodic financial reporting
- Maintain and execute financial policies

Publicity

- Develop publicity for the ministry
 - a. Services tri-fold
 - b. Volunteer Fair
 - c. Business cards with blog website
- Prepare ministry newsletter

Admin Tasks

- Team member/volunteer verification checks
- Ensure meeting minutes are captured and published
- Obtain name badges for volunteers
- Maintain the databases
- Maintain the website
- Keep records on assessor updates for care receivers
- Advise emotional support leader when an assessor is behind in updates
- Maintain file copies of each care receiver who is being served until the closure of his/her case

Training

- Define Training
 - a. General - for all members
 - i. Ministry organization, leadership, services
 - ii. “sensitivity/awareness”

- b. Assessor – for assessors
- c. Spiritual/grief
- Develop and schedule training
- Coordinate training

Service Needs:

- Budget dollars for:
 - tri-fold printing
 - name badges
 - duplicating services
 - volunteer advertisement signs/posters
 - office supplies – binders, separators, paper
 - Newsletter – constant contact
 - Training materials

Other Pertinent Information:

None

Grace Cancer Care Ministry Service Description

Service Title: Assessor	Support Team: Emotional Support	Effective Date:
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Primary Purpose of the Service: Visit with care receiver and his/her family to assess their needs that GCCM can provide to them on an ongoing basis. Maintain a close relationship with the care receiver and his/her family to reassess their needs, make sure their needs are being met and change their care plan in accordance with any changing needs.

Process Definition:

- Assessor receives call that there is a person/family in need of our support/services
- Assessor contacts family to arrange initial meeting to discuss GCCM and needs of family; obtains primary contact information, suggests who should be present at initial meeting, obtains address, phone number of care receiver/family member
- Assessor communicates to “board” that a new family is in need of our services
- Assessor travels to home with GCCM checklist, packet on GCCM services and stipulations (*we are non medical, list of items we are unable to deliver etc*), waiver to be signed by person/family receiving our services.
- Assessor provides background of GCCM, mission statement
- Assessor asks care receiver/family about possible needs/expectations of GCCM
- Assessor initiates checklist (*which is ongoing/open to change as needs of care receiver/family change*); corresponding with needs of family and services GCCM provides
- Assessor leaves care receiver/family with GCCM contact information/information of Assessor as well as contact information of a secondary contact if primary Assessor is not available.
- Assessor compiles list of care receiver needs/services that GCCM provides into data base.
- Assessor contacts “board” with a brief care receiver summary including what we are able to provide to person and/or family
- Assessor and board decide what services we will be able to provide according to our resources at said time
- Assessor contacts care receiver/family with finalization of what services we are prepared to provide
- Assessor sets up date for initial service to be done
- Assessor contacts service coordinators; provides care receiver’s contact information, services to be delivered, possible dates of services to start
- Assessor keeps in contact with care receiver and/or family to receive feedback, make changes to care plan, assess new needs, services no longer needed
- Assessor brings continued communication to coordinators and board for feedback, updates and adjustments.

Service Needs:

- Transportation
- Daily planner to coordinate dates/times to meet with care receiver/families
- Log to keep track of pertinent contact information, notes, updates, etc. Log must be able to be changed/alterd as needs arise
- GCCM needs/initial assessment checklist
- Computer/internet access to communicate with board and all coordinators
- Reliable messaging system for care receiver/families to be able to contact/leave a message for assessor when not available

Other Pertinent Information:

Grace Cancer Care Ministry Service Description

Service Title: Card Ministry

**Support
Team:**

Emotional
Support

Effective Date:

Primary Purpose of the Service: To provide on-going encouragement to the care receiver and his/her family members who are providing care.

Process Definition:

- Send cards to let people know that others are thinking of them and keeping them in prayer and to wish them well on special days (birthdays, special events, holidays).

Service Needs:

- Cards (handmade or bought), stamps and envelopes.

Other Pertinent Information:

- Cards to share blessings with others and encouragement.
- Maintain log to ensure cards are sensitive to the care receivers diagnosis and treatment.

Grace Cancer Care Ministry Service Description

Service Title: Cleaning

Support Team: Household
Care

Effective Date:

Primary Purpose of the Service: Provide light house cleaning consisting of vacuuming, dusting, kitchen floor and bathroom cleaning.

Process Definition:

- Assessor will notify Cleaning Coordinator of family being severed by GCCM. Assessor will provide mailing address and any special instructions.
- Cleaning Coordinator will contact care receiver to set a date and time and explain process and determine whose cleaning supplies will be used.
- Cleaning Coordinator will keep a log of dates visited.
- Cleaning Coordinator will submit a receipt for supplies needed, ie: cleaning supplies, vacuum bags etc.
- Cleaning crew will not assist in cleaning medical equipment.

Service Needs:

- Vacuum
- Buckets
- Cleaning supplies

Other Pertinent Information:

Cleaning supplies can be stored at the Millersville Manor Storage unit if needed. Contact the Fosters for key and access.

Grace Cancer Care Ministry Service Description

Service Title: Grief Support **Support Team:** Spiritual Support **Effective Date:**

Primary Purpose of the Service: Provide ongoing support to survivors of care receivers who have succumbed to their disease by offering a compassionate presence in the days/weeks/months following the death.

Process Definition:

- The assessor determines the need/desire of the survivor(s) to continue to receive the care of the GCCM grief support team
- An individual grief support team member will be assigned to the survivor(s) to provide continuity in care and allow the development of a relational approach
- The individual grief support team member assigned will, if able, attend the viewing and/or funeral. (Another member of the GCCM team may attend as schedules necessitate.)
- The grief support team member will periodically contact the survivor simply to offer support on an established basis – up to one year
 - Frequent (weekly?) at first, and decreasing contacts as time progresses
 - Contacts will be made on special circumstances that may require support – times of significance that may be especially difficult, such as
 - Holidays
 - Birthdays (e.g. the decedent’s birthday, the survivor’s birthday)
 - Anniversary of the death
- Contact will most likely occur by phone, but the occasional visit or social contact may also be helpful, as requested, or deemed necessary at the discretion of either the team member or the survivor
- If the grief support team member suspects the grief process is particularly difficult or does not progress, the pastoral team and/or assessor should be contacted to determine if any additional follow-up is required on a professional level
- Grief support team members should be aware of resources that are available to assist the grief process (E.g. Grief Share, Hospice of Lancaster County grief support groups, etc.)

Service Needs:

- Contact information for survivors (phone numbers/addresses)
- If feasible, dates of significant birthdays, other significant occasions
- Log sheet for recording contacts made and short “progress” notes
- Contact person/information (pastoral staff and/or assessor) if additional services are deemed necessary

Other Pertinent Information:

Grace Cancer Care Ministry Service Description

Service Title: Minor Home Repair	Support Team: Household Support	Effective Date:
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Primary Purpose of the Service: Provide minor home repairs as deemed possible by Home Care Leader and volunteer talents.

Process Definition:

- Assessor contacts Home Care Leader with home repair request, provides care receiver name, address, phone number and email.
- Home Care Leader contacts volunteers based on repair requirements. Volunteer will contact care receiver to discuss details and schedule repair. Volunteer will discuss with homeowner costs associated with repair.
- If financial assistance is needed from GCCM, volunteer will contact HCL with cost estimate for board approval prior to performing repair.
- Examples of minor home repairs: install threshold ramp, change furnace filter, hang a picture, change light bulbs.

Service Needs:

- Minor Home Repair Leader will work closely with volunteer to access repair is manageable for GCCM volunteer base.
- Tools to complete task will be discussed with homeowner prior to repair. Volunteer will use his/her own tools when possible.
- \$50.00 petty cash available to Home Care Coordinator for use when needed for minor repairs

Other Pertinent Information:

Grace Cancer Care Ministry Service Description

Service Title: Homework Helper **Support Team:** Emotional Support **Effective Date:**

Primary Purpose of the Service: Meet students and help with homework/schoolwork

Process Definition:

- Learn what the children need help with and in what subject area
- Coordinate with family to find appropriate dates and times to meet
- Coordinate with team members to find volunteers

Service Needs:

- Plan to set up dates and time to meet students.
- Coordinate with team members to find available volunteers.

Other Pertinent Information:

This is not to be a tutoring service, just an assist for typical needs of a student.

Grace Cancer Care Ministry Service Description

Service Title Insurance **Support Team:** Information Support **Effective Date:**

Primary Purpose of the Service: Assist care receiver and/or family member with insurance billing, insurance terminology, medical billing related to care receiver's illness, sort and organize said medical and insurance billing information.

Process Definition:

- Obtain needed contact information from Team Leader
- Collaborate and make decision if Service Coordinator is able to meet the needs of the care receiver/family
- Coordinator contacts family to set up time to view care receiver's medical billing and insurance forms.
- Meet with care receiver/family to discuss Information Support Service/Insurance and Medical Billing and assess if their need is combatable with CGGM mission and purpose
- Explain/provide goals of Information Support to care receiver/family including an understanding of what *we are not responsible for*
- Contact Support Team Leader with collected information, needs of care receiver/family.
- Initiation of service by Coordinator: answer questions, point out/highlight contact information of insurance/medical companies if care receiver/family needs to contact.
- Leaves contact information with care receiver/family for follow up questions, subsequent visits
- Coordinator contacts Team Leader and gives feedback
- Team Leader reports to Board, gives description of service/coordinator. Collaborates with board on strengths/weaknesses/changes that need to be made to service.
- Team Leader gives feedback to Coordinator regarding service; discuss suggestions, what worked, what did not work.

Service Needs:

- Knowledge of medical billing and insurance including Medicare
- Transportation
- Access to medical dictionary (online access if appropriate) to translate unknown medical terminology on billing
- Pens, pencils, highlighters, folders, (organizational materials)
- Reliable messaging system for care receiver/family to leave message for Coordinator if not available.

Grace Cancer Care Ministry Service Description

Service Title: Meals Coordinator **Support Team:** Household Care **Effective Date:**

Primary Purpose of the Service: To prepare oven or microwavable ready meals.

Process Definition:

- Assessor contacts Meal Coordinator with request, provides care receiver name, address, phone number and email.
- Meal coordinator contacts the family to determine how many meals are needed, how many people need to be fed and how many, if any in the family, have food allergies.
- Meal coordinator contacts a volunteer to prepare the meal.
- Meal coordinator contacts a volunteer to deliver the meal.
- Have a card included with every meal created by the cancer care card ministry.

Service Needs:

- Donated food items to prepare meals.
- Freezer to keep a stocked supply of already prepared meals.
- Tupperware containers to store already prepared meals in the freezer.
- Disposable baking pans that are oven safe.

Other Pertinent Information:

- Contact local grocery stores for donation of food and food storage supplies (John Herts, Stauffers of Kissel Hill, Weis, Giant)
- Involve the Garden of Grace Ministry – ask for donations of fresh vegetables to be used in food preparation.
- At the holidays bake cookies to be sent to the families who are being served.
- Coordinate a cookie swap at the holidays as a fun activity for the families who are being served.

Grace Cancer Care Ministry Service Description

Service Title: Medical Advocate **Support Team:** Information Support **Effective Date:**

Primary Purpose of the Service: Provide assistance in translating medical terminology.

Process Definition:

- Coordinator obtains information regarding the care receiver's/family's need for this service, obtains contact information for Team Leader
- Coordinator and Leader assess need, evaluate if our service will meet their need
- Coordinator contacts care receiver/family to set up visit
- Coordinator discusses service in detail (including stipulations) with care receiver and family
- Assist care receiver/family with understanding unknown terms and difficult medical terminology.
- Assist with compiling a list of questions to take to appointments with them.
- Coordinator leaves contact information for care receiver/family to contact them for further needed services
- Coordinator sets up other visits within time frame of next physician's appointment
- Coordinator stays in contact/leaves contact information with "out of town family" (if warranted by care receiver) to rely accurate medical information. (Care receiver and/or family should still make suggestion to physician for them to contact out of town family members if warranted.)
- Coordinator will contact leader to update them on initial visit, further visits, changes, suggestions, and additional services.
- Leader updates board on progress, suggestions, strengths, weaknesses, and overall progress of this service with care receiver
- Leader contacts coordinator with any suggestions from board.
- Leader, coordinator, board, care receiver/family stay in contact as seen needed in order to continue adequate service outcomes

Service Needs:

- Transportation
- Medical dictionary/access to medical websites
- Access to computer/internet for documentation/logs

Other Pertinent Information:

- Service coordinator cannot recommend/give medical advice
- Care receiver and/or family are instructed and comply that this service is not a medical professional service and cannot give recommendations
- Care receiver/family need to understand that this service is not a replacement for physicians'/specialists' advice and explanations.
- Physician/specialist must explain all medical pertinent material to care receiver/family. When consents are to be signed, it is the physician's/specialist's responsibility to explain all procedures, medications, follow ups, risks etc, not that of the Service Coordinator.
- Service Coordinator is only available to clarify unknown terms and put difficult medical terminology into easier terms to understand.
- Medical advocate service is not a replacement for an accurate description from a physician.

Grace Cancer Care Ministry Service Description

Service Title:	Personal Record Keeping	Support Team:	Household Care	Effective Date:
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Primary Purpose of the Service: Visit with care receiver and his/her family to review their personal record keeping needs and advise what services GCCM can provide.

Process Definition:

- Assessor contacts the leader of the Household Support group and advises him/her that assistance is needed in this area.
- The Leader will contact the team to determine who is available to assist the family.
- The volunteer will contact the family and set up a time to stop by and review/discuss their needs.
- After review of the family needs, the volunteer will make recommendations and take the following action(s) as requested:
 - Assist the family by reviewing the outstanding bills with them
 - Find a central location for all incoming bills
 - Set up a schedule for paying the bills by identifying due dates and penalties
 - Work with the family to set up a budget
 - Reconcile checkbooks and statements (with a family member if available)
 - Assist with a filing system
 - If records are maintained on a computer and tech support is needed, contact Household Support leader and request tech support
 - Gather phone numbers and addresses for the family to contact creditors if needed
 - Contact the Pastor as soon as it is realized that there is a need for financial assistance

Service Needs:

- Calculator
- Stamps
- Sticky Notes
- Envelopes
- If possible computer with Excel
- 12 Month Calendar

Other Pertinent Information:

- As a volunteer we should consider the following before taking action:
 - We should not be writing checks
 - We should not be involved with any cash
 - We should not be involved with any banking/securities transactions including transfers, withdrawals, deposits, etc.
- If needed, transportation can be supplied for the family to take care of these needs

- Financial matters are confidential and should not be shared with others

Grace Cancer Care Ministry Service Description

Service Title:	Pet Services Ministry	Support Team:	Household Care	Effective Date:	
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Primary Purpose of the Service: Provide pet care relief to family receiving cancer support. Services include walking, grooming, assisting with vet care visit, playtime and exercise. Provide Service Dog visits to provide companionship for cancer care receiver.

Process Definition:

- Assessor will notify Pet Service coordinator about the family being severed by GCCM.
- Assessor will provide contact information, pet breed, ages and pet name.
- Pet Service coordinator will contact family to discuss services needed in detail.
- Pet Service coordinator will contact a volunteer in the family's area and schedule visits.
- Volunteer will call family on the scheduled day to introduce themselves and confirm the time and service needed.
 - Discuss supplies needed ahead of time such as grooming supplies, location of vet, suggested exercises and pet likes/dislikes.
- Pet coordinator will contact Service Dog volunteers to schedule dates for visits.
- Service Dog volunteer will call family on the scheduled day to introduce themselves and confirm the time and service needed.
- Volunteers will update Pet Service coordinator and establish schedule for future dates.

Service Needs:

- Pet Service coordinator needs a Family Services log to document services provided.
- Volunteer will need a service journal to document Pet Services provided.
- Pet Service business card/contact information to leave with family.

Other Pertinent Information:

- Volunteer must not have animal allergies.
- Volunteer must be reliable and show up on time.

Grace Cancer Care Ministry Service Description

Service Title: Respite Service **Support Team:** Emotional Support **Effective Date:**

Primary Purpose of the Service: Respite services are designed to give caregivers a short-term break from the struggles of all that encompass an illness in the home. This includes phone calls and/or visits to offer encouragement to the caregiver.

Respite offers the caregiver an opportunity to step out of the home away from his or her loved one with the security of knowing that someone is with that loved one during the absence.

Process Definition:

- Assessor will contact Emotional Support Leader and provide address and case briefing.
- Leader will select respite volunteer based on family dynamics and culture.
- Volunteer will contact family to schedule date and time for visit. They will call the morning of the visit to ensure visit is still on schedule.
- Volunteer can establish schedule for future dates and follow up with Leader on Respite plan.

Service Needs:

- This respite care may include staying and visiting with young children in the family while the caregiver takes a break. It also may include taking walking breaks with caregiver and lending an ear.

Other Pertinent Information:

Grace Cancer Care Ministry Service Description

Service Title: Spiritual Friend	Support Team: Spiritual Support	Effective Date:
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Primary Purpose of the Service: Visits with care receivers to spend time doing things that care receivers enjoy and helps “soothe their souls.”

Process Definition:

- Spiritual Friend will do a personal inventory checklist of care receiver’s likes and dislikes and find appropriate volunteers who have a connection to care receiver.
- Spiritual Friend will provide a calm “normal” atmosphere.
- Spiritual Friend will provide visits to care receiver using checklists of what care receiver enjoys doing.
- Spiritual Friend will provide “to go” care bags for appointments, (e.g. chemo, etc.)
- Spiritual Friend will take the care receiver outside if appropriate. (e.g. walks, etc.)
- Spiritual Friend will obtain appropriate “pampering services” (e.g. hair, make-up, nails, etc.)
 - Spiritual Friend will provide other services on request, such as reading, playing games, cards, etc.
- Spiritual Friend will offer prayer shawl by contacting Grace Shawl Ministry.
- Spiritual Friend will update checklist accordingly.
- Spiritual Friend will be available to attend doctor appointments, chemo, etc. if the care receiver desires and provide notebook for pertinent info.

SERVICE NEEDS:

- Personal checklist
- Transportation for appointments if needed
- Daily planner (dates)
- Log to keep track of requests
- Communication logs to record visit activities.
- Communication with GGCM and Grace Shawl Ministry
- Find providers for pampering (if needed)

OTHER PERTINENT INFO:

- Use volunteers who have similar interests and a “connection” to care receiver
- Find volunteers to assist with prayer shawls
- Find volunteers to assemble “to go” care bags

Grace Cancer Care Ministry Service Description

Service Title: Tech Support **Support Team:** Household Care **Effective Date:**

Primary Purpose of the Service: Provide access, support, recommendations, and training on various types of technology including online resources, computers, tablets, phones, routers, etc.

Example services – setting up a one-time Skype session with distant friends/family, troubleshooting internet connectivity or providing recommendations and training for online resources such as caringbridge.org

Process Definition:

- Assessor contacts Tech Coordinator with request, provides care receiver name, address, phone number and email.
- Tech Coordinator contacts family to determine best tech tools and services to meet the need. If needed, assess computer or other technology issues and determine best repair plan.
- Tech Coordinator contacts volunteers to assemble the required resources needed to serve the request.
- Tech Coordinator schedules a time for the service to be provided.
- Someone will meet with the family to provide the needed service.

Service Needs:

- Transportation
- Donated equipment
- On-line resources would require care receiver has Internet access and computer
- Portable internet access – clear hotspot, Verizon mifi
- Portable computer/tablet
- Training materials
- List of useful online resources with descriptions

Other Pertinent Information:

Grace Cancer Care Ministry Service Description

Service Title: Transportation **Support Team:** Household Care **Effective Date:**

Primary Purpose of the Service: Provide transportation to appointments, run errands and light shopping for the care receiver.

Process Definition:

- Need is identified and communicated to Support coordinator
- Support Coordinator ensures the need is part of GCCM's mission and service
- Support Coordinator captures care receiver's address, needs and appointment address (if necessary)
- Support Coordinator contacts volunteer and obtains commitment
- Volunteer contacts receiver/care giver and confirms service to be provided
- Volunteer performs service
- Volunteer asks for reimbursement of shopping expenses
- Volunteer updates patient log (eg, date/time needed for service, miles traveled, purpose of trip, for whom)

Service Needs:

- Gas money for transportation
- Shopping Money

Other Pertinent Information:

- Some financial reimbursement needs to be raised
- Volunteers must keep a log
- Filtering of the need is critical to avoid taking advantage of the volunteers