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UNDERTAKE PASTORAL CARE

A
Tabor College Training Seminar
Presented by
Ian Richardson


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Overview

Seminar 1 Session 1 <ul style="list-style-type: none"> • What is Pastoral Care? • The importance of caring • The limits of caring • Different forms of caring Session 2 <ul style="list-style-type: none"> • Pastoral Care skills • The process • Understanding change • The skills used 	Seminar 2 Session 3 <ul style="list-style-type: none"> • Addressing the Issues <ul style="list-style-type: none"> ➢ Emotional issues ➢ Grief & loss ➢ Sexual abuse ➢ Addiction Session 4 <ul style="list-style-type: none"> • Understanding the legalities <ul style="list-style-type: none"> ➢ Underlying principles ➢ Confidentiality ➢ Duty to warn • The art of staying sound
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What is Pastoral Care?




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Paul had to continually remind the churches to be caring




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The Father's Care


Psalm 23



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Pastoral care, refers to the overall ministries of healing, sustaining, guiding, and reconciling.




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Paul's Method

- ➔ Encouraging
- ➔ Comforting
- ➔ Urging




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Pastoral Care is not in itself spiritual, it is **practical help or support**, which in the church, is provided within a spiritual context.

Pastoral Care is ACTION!



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The Importance of Caring

Jesus' caring nature

- Recognized the task
- Fulfilled the task
- Yet his motivation was compassion for people



Christian leadership is not about fulfilling tasks, but changing lives

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Paul's Philosophy of Ministry
2 Cor 3:1-6

- Motivation of Leadership: *People vs Tasks*
- Result of Leadership: *People vs Numbers*
- Confidence in Leadership: *People vs Ability*
- Competence in Leadership: *God vs Self*


1 Thess 2:7-12

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The Father's Care

Psalm 23



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Discussion Groups

- In small groups, develop a definition of what CARING means.
- What are the key ingredients?
- What are the benchmarks for determining if your caring is successful?

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The Limits of Caring

Caring is not:

- Sympathy
- Decision making
- Offering spiritual cliches

Caring is:

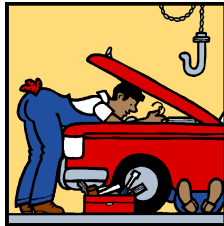
Definition: *Caring is a genuine concern expressed in practical ways that enhances a person's ability to handle life & grow*

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Different forms of caring

- Preventative Care
- Maintenance Care
- Crisis Care
- Corrective care




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Requirements for caring

Sharing




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The context of Pastoral Care is a "safe space" for people to share openly.

Mutual sharing leads to mutual caring
2 Cor 1:3-5




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Requirements for caring

Sharing



Encouraging



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Structuring for Care

Scripture provides principles

History provides lessons


Culture provides environment


There is no *right* way to do it, the church must simply ensure it is done!

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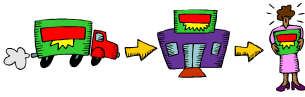


Pastoral Care Skills



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The Process

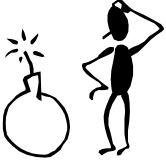
Is 42:3; 53:4

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Recognize the Problem



Most problems are far less spiritual than first thought!

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HOW DO WE DISCOVER




LISTEN



HOLY SPIRIT

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RECOGNIZE THE CAUSE

ORGANIC

- Genetic
- Physiological
- Nutritional

FUNCTIONAL


- Social background
- Cultural background
- Belief system
- Religious upbringing

SPIRITUAL

- Toxic Theology
- Demonic


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Recognize the Process

The biggest problem is a person's belief system!



Counselling helps facilitate a process of resolution, Pastoral Care provides support during this process.

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Recognize the Practical Response

Unless caring is practical, it is useless!

Pastoral Care is not difficult!

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Recognize your own limitations

It is not failure to refer: it's wisdom!



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The change process

The problems of Change

- Why is change difficult?


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Six things happen in change:

- Feeling uncomfortable doing something unusual
- Thinking about what is lost rather than gained
- Feeling alone
- Feeling overwhelmed
- Feeling unprepared
- Feeling under-resourced


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D.L.Moody said:


- **Repentance** = a change of mind; a new mind about God
- **Conversion** = a change of life; a new life for God
- **Regeneration** = a change of nature; a new heart for God
- **Justification** = a change of state; a new standing with God
- **Adoption** = a change of family; a new relationship to God
- **Sanctification** = a change of service; a separation unto god
- **Glorification** = a change of place; a new situation with God

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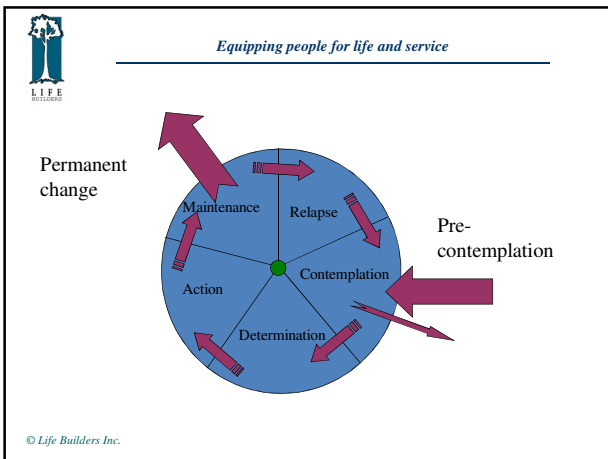
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**Change is a process
not an event!**

*We cannot become what we want
to be by remaining what we are!*



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Three Essentials For Pastoral Care

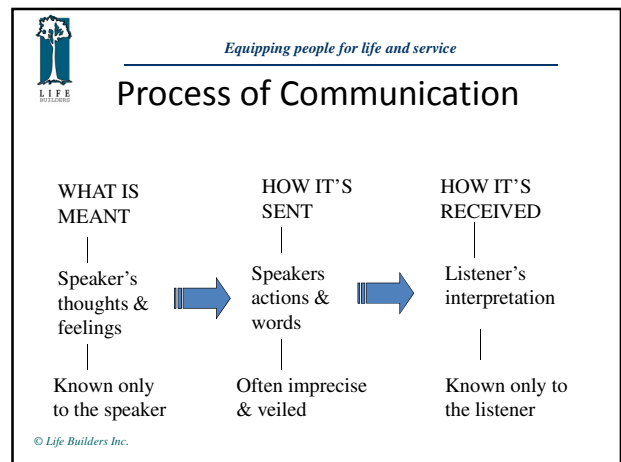
- Genuiness
- Non-possessive love
- Empathy

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To do this requires to firstly *listen*

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- ### Six Messages When You Speak:
- What you mean to say
 - What you actually say
 - What the other hears
 - What they think they hear
 - What they interpret into what they think they hear
 - What they say about what you said
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The solution:

Listening is an active process that requires participation in what is said

Reflect + Respond = REFLECTIVE LISTENING

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Ordinary conversation

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Reflective Listening

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ROAD BLOCKS TO COMMUNICATION

Judging

Sending solutions

Avoiding

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Effective questions

Asking effective questions is the ultimate empowering tool!

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Fundamental of effective questions?

- Open ended
- Ask “How” or “what” rather than “why”
- Help people learn through the process of answering
- Are “you” oriented (what do you think?)
- Give the person credit for knowing the answer

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Pastoral Visitation

How To Make A Home Visit:

- Pray for God's blessing before you go
- Enter with a pleasant, happy, disposition
- Don't sit down until invited to, sit where directed.
- Give suggestive opportunities for issues to be raised. e.g. ask or mention about such things as partner, family, work, church, relationship with Jesus. You may specifically ask if there are any matters they would like to discuss while you are there.
- Be flexible
- Don't overstay your visit. (An average visit would be about 15-20 minutes.)
- You may care to share a Scripture reading (appropriate to your discussion) and pray.
- Keep a record of your visit - date, scripture, comments

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How To Make A Hospital Visit

- In an emergency or critical situation, don't wait to be asked. If you are the person responsible for the pastoral care, do your duty. A prior call, however, would be in order to ensure your visit is convenient.
 - Gain information - why in hospital, seriousness of the condition, length of hospital stay
 - Pray for wisdom before going.
 - Remember your purpose in going: to demonstrate the love of Christ, to encourage the sick and their family, to pray.
- Visit a person in hospital as soon as possible. (Pastors can usually go outside visiting hours - best time is BEFORE visiting hours so the patient is not exhausted by other visitors before you get there. (Check hospital routines etc.)
- Obtain location from the information desk, then report to the Nurses Station and ask permission to visit, stating who you are.
- Length of visit: no longer than needed, no longer than the person can handle (it may only be 2 to 10 minutes). At times you need only be present to touch and pray - 2 minutes. If the condition permits, share, encourage, read a Scripture, pray - maximum 15 minutes.
- Don't forget that the family may need a caring visit too.

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Bereavement

- Visit the family as soon as you have word of the death
- Offer a handclasp & word of comfort.
- If your responsibility, identify any wishes of the family with respect to who takes the funeral service.
- Assist with any guidance that may be needed immediately eg. calling a doctor or undertaker if the deceased is still at home. (Don't do it for them unless they are incapable - to face the pain is part of the healing.)
- If the service is your responsibility. arrange a time to return to discuss service details with all the family.
- Pray with those present.
- If you are responsible for the funeral service, return at the arranged time to discuss details. It is important at this point to encourage *everyone* present to talk about the deceased
- The funeral service is not only a point of contact with the family but with many people whom the Pastor may not know. This may be the only opportunity to influence them with the Love of Christ. *Be sensitive*. Remember they haven't come for a "hell fire sermon", they have come to express their grief. The Gospel can be clearly presented in a non-offensive way. The family's desires in this are critical. The deceased may have been a saintly person who would have wanted the Gospel to be preached strongly at their funeral. This gives greater freedom, but don't abuse the privilege


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ADDRESSING THE ISSUES

What is "Normal"?






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Three types of wrong behaviour

- ➔ REBELLIOUS BEHAVIOUR 
- ➔ PROBLEM BEHAVIOUR 
- ➔ DIFFERENT BEHAVIOUR 

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EMOTIONS

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**Emotions are neither good or bad
they are HUMAN**

**WHAT WE BELIEVE
DETERMINES OUR RESPONSE**

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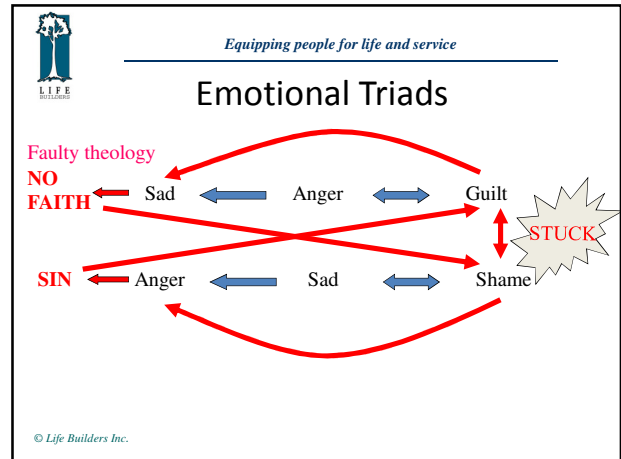
How can we understand emotions?



The Pressure Cooker

Valve stuck shut
OR
Valve stuck open

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ANXIETY

Normal anxiety is a God-given emotional response to danger

Anxiety becomes *pathological* when it replaces rational thinking & trust, controlling us.



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Merimndo

The Goal: provide Love, acceptance and encouragement
Listen and empathize
Practical support




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DEPRESSION

Depression is a common, normal emotion from which no-one is immune



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Depression is not a sin, but left unchecked, can lead to self-pity, resentment & unforgiveness

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Characteristics of Depression

- Hopelessness, despair, sadness, apathy
- Loss of perspective
- Changes in physical activities
- Loss of self-esteem
- Withdrawal
- Desire to escape
- Oversensitivity
- Anger
- Guilt
- Dependency

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Causes

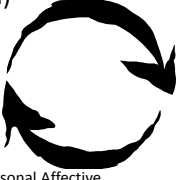
- Grief
- Social upbringing
- Cultural upbringing
- Family upbringing
- Religious upbringing
- Spiritual influences
- Sleep disturbance
- Insufficient rest
- Repressed anger
- Self-pity
- Faulty & negative thinking
-and more!

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Life's cyclic causes

- Genetic cycles (how we are wired)
- Anniversary cycles
- Energy cycles
- Emotional (hormonal) cycles
- Adrenalin cycles
- Seasonal cycles (winter blues): Seasonal Affective Disorder
- Church cycles



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ORGANIC CAUSES


- Hormonal
 - Adolescence
 - Menstrual
 - Menopause
 - "Men-on-pause" (Male equivalents!)
- Nutritional (e.g. lack of Vitamin B, Food allergies)
- Illness (e.g. cancer, heart conditions, tumors)
- Genetic disposition (e.g. bipolar)
- Substance induced (e.g. LSD, Marijuana, etc, reaction to medication)

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How to provide Pastoral Care to a depressed person:

- Love, acceptance and encouragement
- Listen and empathize
- Practical support
- Help them with tasks they find overwhelming
- Help them get back into a normal routine




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ANGER

The emotion of anger is never the problem; the problem is how we handle it!




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Understanding anger

Feeling vs **Revenge**



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An angry person's perception is usually distorted

Blocked Goals → Hurt → Sad Scared → ANGER

Helplessness

Fear

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How to provide Pastoral Care to a person struggling with anger?

- *Prov 15:1 "A gentle answer turns away wrath, but harsh words stir up anger"*
- Stay cool and be aware of our own emotions
- Listen and empathize
- Reflect their concerns back to them
- Be apologetic, even if you think they are wrong (the goal is not to be right or to win, but to diffuse the anger!)
- If possible, present a solution, or seek one
- Follow up

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GUILT

Not all experiences of guilt are a result of sin!



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Look inward

↓

Deficiencies

↙ ↘

Self Holy Spirit

Denial Condemn self

↓ ↓

Condemn others Strive

↓ ↓

Bondage Worthless

↓ ↓

Legalism

↓

Joy Lost

If we continue to look inward at the past

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How to provide Pastoral Care to those struggling with guilt:


- Love, acceptance and encouragement
- Listen and empathize
- Help them identify the source of guilt
- Encourage them to gain a revelation of 1 John 1:9

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GRIEF

Grief is a normal human emotion: It is healing for the sickness of loss

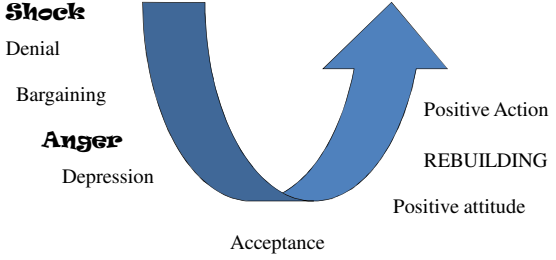


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Process of Grief

3 tasks: Untangling, adjusting, forming new relationships



Shock
Denial
Bargaining

Anger
Depression

Acceptance

Positive Action
REBUILDING
Positive attitude

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Symptoms of Grief


- **Physical:** pain illness, insomnia, anorexia, shivering, immune system shuts down
- **Emotional:** anger, distress, hysteria, guilt, anxiety, depression, self-pity, irritability, loss of motivation, loss of self-worth TEARS
- **Intellectual:** confusion, regression, lack of concentration, forgetfulness, irrational thinking
- **Social:** aloneness, aggression, isolation, loss of status, feel awkward
- **Spiritual:** sense of a loss of God's love, anger at God or growth in intensity of love for God, sense of punishment, defeat, doubt, search other religions for hope

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Significant Times in Grieving

- Immediately after death
- Funeral
- 4-6 weeks after funeral
- Key times: anniversaries, etc



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Pastoral Care for the grieving

- **Practical:** Provide help, meals, babysitting, etc
- **Emotional:** Be a LISTENER
- **Spiritual:** Pray for peace and courage
- **Don't say stupid things!**

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Helping the dying

Why the dying need to know:

- Opportunity for assurance of salvation
- Opportunity to reconcile
- Opportunity to get affairs in order
- Opportunity to say goodbye
- Opportunity to make the most of their last days
- Opportunity to understand their own emotions

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How to respond

If in our normal life & ministry we freely talk about death, it will not be difficult to talk to the dying

- Be a non-judgmental listening ear
- Ask about their apprehensions (usually more about the process of death than the event)
- Talk about death, heaven, God, eternity
- Discover their concerns & ensure they are addressed
- Don't try to give an answer to "why me?", empathize
- Discuss their funeral desires
- Share relevant scripture & pray
- Ensure the dignity of the dying is always maintained

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Responding to Suicide

Warning signs of Suicide

- Suicide Threats
- Pre-occupation with death
- Changes in behaviour, physical condition, thoughts or feelings
- Stress

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Indicators of risk

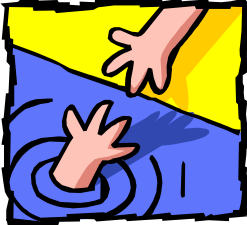
- **Stress:** "How are you feeling about things that have happened?"
- **Symptoms:** "Sounds like you might be feeling really hopeless & helpless now. Is that correct?"
- **Thoughts of suicide:** "Are you thinking about suicide?"
- **Current suicide plan:** "Have you thought about how & when you would? "
- **Prior suicidal behaviour:** "Have you ever tried to harm yourself before? How? What happened?" "Do you know others who have tried to kill themselves?"
- **Resources:** "Are you feeling alone with these thoughts? What support do you have? Who might you turn to?"

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Intervention

- Engage
- Identify
- Inquire
- Assess
- Contract
- Follow through
- Inform



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After a suicide:

- Designate a response team so there is one voice.
- Neither condemn nor glorify suicide
- Provide accurate information. Share in small groups preferably where impact can be assessed and questions answered
- Deal with reactions: provide opportunities to meet, set up discussion groups, contact family & determine their wishes
- Debrief those involved in process


People rarely want to die, it is more that they don't know how to live!

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PASTORAL CARE FOR ABUSE VICTIMS


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1. Who is the abused in your church?

The abused can be anyone!


Why so much today?



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The common thread is the imbalance of power in favor of the perpetrator



Spiritual abuse is also a power issue!

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What are the Results

Some are:

- Low self-esteem
- Depression
- Anxiety
- Sexual & interpersonal problems
- Inability to relax
- Promiscuity


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More.....

- Mood disturbance
- Personality disorders
- Flash-backs
- Dissociation
- Self-harm
- Eating disorders
- Social dysfunction
- Drug & alcohol abuse
- Re-victimization
- Morbid jealousy
- Controlling behaviors
- Inability to trust
- Powerlessness
- Poor communication
- Inability to develop stable relationships
- Prostitution & sexual addiction

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On top of all this, they become at greater risk of further abuse.



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Issues to be dealt with:

- Fear
- Anger: toward abuser, parents, self, God
- Guilt & shame
- Inhibition
- Lack of spontaneity
- Disempowerment

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Four Aspects of Psychological Impact

-  Betrayal 
-  Powerlessness 
-  Stigmatizations 
-  Traumatic sexualization 

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The parents' response, support, love & stability is the greatest key to recovery.



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How can they be helped?

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What NOT to do

- Force forgiveness
- Deliverance
- Expect them to “get over it”
- Place expectations of results
- Label bad kids

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What we can do:

- Listen, empathize & accept
- React appropriately
- Support in practical ways
- Help them establish & maintain boundaries
- Report suspected child abuse
- Empower them
- Refer them to professionals who can help
- Demonstrate emotional support
- Support the spouse
- Help them “contain” their pain & its source


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Provide a secure, trusting environment




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Responding to Conflicted Families


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Types of dysfunctional families:

The Addict Family: 

The Disturbed Family: 

The Abusive Family: 

The Legalistic Family: 

Multi-generational families


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PASTORAL CARE RESPONSE

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Pastoral Care Response

Get Information
Hear both sides! 

- Crisis intervention
- Refer to a professional counsellor. Why? Because the family need you for pastoral support and the more involved you become with them, the less you will be able to support in other ways. 

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Domestic Violence issues:

- **Encourage** an abused party that they are not alone.
- **Acknowledge** that it is scary and difficult to talk about domestic violence.
- **Share information.** Show them the Warning List, Violence and Non-Violence Wheels. Discuss the dynamics of violence and how abuse is based on power and control.
- **Support them as a friend.** Be a good listener. Encourage them to express their hurt and anger. Allow them to make their own decisions, even if it means they aren't ready to leave the abusive relationship.
- **Ask if they have suffered physical harm.** Go with them to the hospital to check for injuries. Help them report the assault to the police, if they chooses to do so.
- **Provide information** on help available to battered women and their children, including social services, emergency shelter, counselling services, and legal advice. To find this information, start with the Yellow Pages. (Unfortunately there is not much available for battered men!)
- **Inform them about legal protection** that is available in most states under abuse prevention laws. Go with them to court to get a protective order to prevent further harassment by the abuser. If you can't go, find someone who can.
- **Plan safe strategies for leaving an abusive relationship.** These are often called "safety plans." Never encourage someone to follow a safety plan that she believes will put her at further risk.

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- **Safety of all concerned is primary!**
- **Don't try to be superman!** 

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Responding to Addiction



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Definition


- How would you define addiction?

An **addiction** is a recurring **compulsion** by an individual to engage in some specific activity.

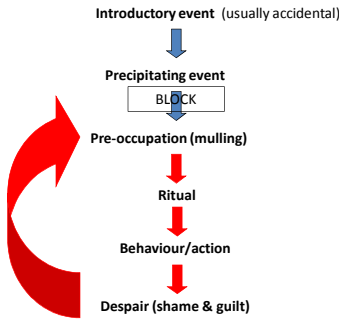
- What areas of “addiction” can you identify?

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The addictive cycle



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Pastoral Care:

- Encourage counselling
- Identify purpose/meaning in life
- Address any “toxic faith” issues
- Address family behaviors that support the addictive behavior
- Support, coach, counsel, encourage, affirm.
- Teach them how to establish boundaries
- Identify the resources

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Getting a person off the addiction is 5%, re-habitation is 95%. There will often be many relapses in the process!

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UNDERSTANDING THE LEGALITIES



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Underlying principles

- **AUTONOMY**
- **NONMALEFICENCE**
- **BENEFICENCE**
- **JUSTICE**
- **FIDELITY**

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CONFIDENTIALITY

- What is confidentiality?
- What are the limitations to it?

Confidentiality is the obligation to protect the privacy of both the people & information they share.

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DUTY TO WARN

- This is tricky to apply, but if there is an endangered party, e.g. through threat to life (including suicide) or property, there is a duty of care to warn that endangered party, or in the case of suicide a family member or other responsible person. However, there is often a threat against the Pastoral Carer if they do!
- **Think Spot:** How can it be appropriately handled?

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THE ART OF STAYING SOUND


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Burnout is prevalent in the people helping industry

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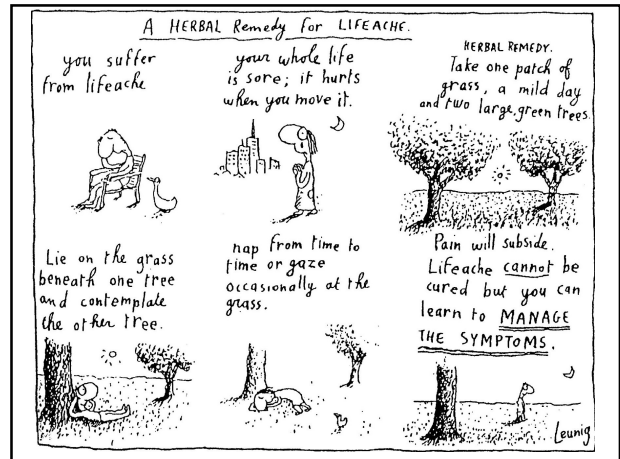
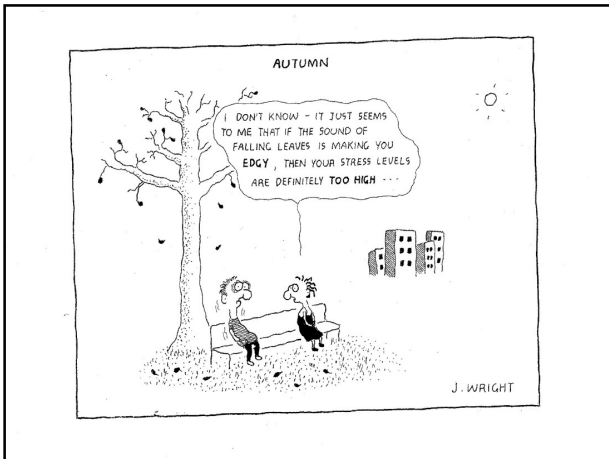


Equipping people for life and service

Burnout is a loss of enthusiasm, energy, idealism, perspective and purpose. It is a state of mental, physical & spiritual exhaustion brought on by continued stress.

Compassion fatigue is a step toward it!

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Be Realistic -

3 sources of unrealistic expectations

- Self-imposed expectations
- Expectations imposed by others
- Our expectations of others

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- Establish Boundaries
- Manage Time
- Embrace you personality
- Handle Criticism
- Spiritual awareness

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Apply Stress Management

- Ensure your life is well rounded
- Take regular time off
- Learn to say no
- Develop prayer support
- Find a confidante
- Enhance your marriage
- Regular prayer & Bible study
- Keep learning
- Keep healthy
- Keep a sense of humor

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Ministry is a marathon, not a sprint!

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