

VISITATION TEAM HANDBOOK

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CELEBRATION OF HOLY COMMUNION
WITH THOSE IN SPECIAL CIRCUMSTANCES

A prayer or other readings for Confession and Forgiveness may precede this service. This service will normally follow the celebration of Holy Communion in the Congregation. The elements of bread and wine for Holy communion will be carried by a Visiting Deacon from the Congregation's celebration to those in special circumstances.

LEADER: The grace of our Lord Jesus Christ, the Love of God and the Communion of the Holy Spirit be with you (all).

RESPONSE: AND ALSO WITH YOU.

The Prayer of the Day or another prayer appropriate to the circumstances may follow.

LEADER: Let us pray. Blessed are you, Lord of heaven and earth, In mercy for our fallen world you gave your only Son, that all those who believe in him should not perish, but have eternal life. We give thanks to you for the salvation you have prepared for us through Jesus Christ. Send now your Holy Spirit into our hearts, that we may receive our Lord with a living faith as he comes to us in his holy supper.

RESPONSE: AMEN.

One or more readings from the Bible may follow. Appropriate remarks may follow the reading.

The deacon will make ready the bread and wine for serving and say:

In the night in which he was betrayed, our Lord Jesus took bread, and gave thanks;

broke it, and gave it to his disciples, saying: Take and eat; this is my body,

given for you. Do this for the remembrance of me.

Again after supper, he took the cup, gave thanks, and gave it for all to drink saying:

This cup is the new covenant in my blood, shed for you and for all people

for the forgiveness of sin. Do this for the remembrance of me.

The Lord's Prayer will follow: Our Father, who art in heaven, hallowed be thy name, thy kingdom come, thy will be done, on earth as it is in heaven. Give us this day our daily bread; and forgive us our trespasses, as we forgive those who trespass against us; and lead us

not into temptation, but deliver us from evil. For thine is the kingdom, and the power, and the glory, forever and ever. Amen

The minister serves bread and wine to all those present, including herself/himself saying:

The body of Christ, given for you. The blood of Christ, shed for you.

LEADER: May the body and blood of our Lord and Savior Jesus Christ strengthen you and keep you now and forever.

Almighty God, you provide the true bread from heaven, your Son, Jesus Christ our Lord. Grant that we who have received the Sacrament of his body and blood may abide in him and he in us, that we may be filled with the power of his endless life, now and forever.

Almighty God, Father, Son, and Holy Spirit, bless you now and forever.

RESPONSE: AMEN.

BAPTISM IN AN EMERGENCY

This order may be use when an unbaptized person is in danger of death and Baptism is requested. When a pastor is not available, any Christian person may administer Holy Baptism. Please be sure to notify the pastor when Baptism has been administered under emergency circumstances.

1.) The baptizing person applies water to the head of the candidate three times while saying:

_____ *name* _____, I baptize you in the name of the Father
and of the Son,
and of the Holy Spirit.

2.) The Lord's Prayer is said by those present:

Our Father, who art in heaven, hallowed be thy name, thy kingdom come, thy will be done, on earth as it is in heaven. Give us this day our daily bread; and forgive us our trespasses, as we forgive those who trespass against us; and lead us not into temptation, but deliver us from evil. For thine is the kingdom, and the power, and the glory, forever and ever. Amen

3.) The following or another appropriate prayers may be said:

We thank you, almighty God, that by water and the Holy Spirit you have bestowed upon this your child the forgiveness of sin and have raised *himlher* to the new life of grace. Bless *himlher*, O Lord, with your presence, enfold *himlher* in the arms of your mercy, and keep *himlher* in your steadfast love forever. Amen

When practical, Public Recognition of the Baptism during a worship service is usually arranged for a young child who was baptized in an emergency.

CARING FOR MEMBER CONCERNS

Here at King of kings, we understand that caring for members is the responsibility of the whole Body of Christ. Members and friends of the congregation are here to care for each other. The pastor is not called to be the "primary care giver" - but in accordance with Ephesians 4 - the pastor is here to equip the members of the church for ministry. Every Christian is called, by virtue of their baptism, to care for one another. This is not just some sentimental feeling, but love in action, expressed through our words and deeds to the one in need. To that end, King of kings is dedicated to equipping our members to care. The following guideline has been designed to assist the members of this congregation in caring for one another, so not one "slips through the cracks." We ask that leaders and members of the congregation help implement this a system of caring. Our initial goal is to identify members in need of special care (death of a loved one, loss of job, serious illness, hospitalization, birth of a child, etc.) We then want to be sure we have in place whatever is needed to empower our members to provide the needed care for other members.

1.) CALL THE OFFICE - If any one becomes aware of a member in need, contact the office by phone (810) 566-8660, fax (810) 566-8263, or e-mail koklc@sprynet.com as soon as possible. If the situation is pressing, contact any of the following staff members at home: Lou Forney 254-3944, Bill Bond 731-9635, Cyndi Baumgarten 716-9013, Denise Sanders 412-5659, or Greg Crachiolo 264-8544. Get all the details you can, like hospital, day & time of surgery, etc - but do not allow the lack of detail to delay getting the name to the office. The information will immediately go on the Member Concerns Board in the main office, which will serve as the communication hub for members in need.

2.) NEEDS ASSESSMENT - Pastor Forney (or one of the above staff members) will review available information and gather additional information as needed, to make a determination as to the kind of response needed. As a rule of thumb, if you are debating whether or not to do something - do something!

3.) PRAYER SUPPORT - One of the most important things we can do for members in need is to pray for them. There are several avenues at King of kings which enable prayer.

Individual Prayer - If you become aware of a need, lift it in prayer immediately. Pray with the member in person or over the phone as you are able. Be sure to communicate clearly to the person you are praying for them.

Prayer Board - There is a Prayer Board in the lobby where Members and Friends of the congregation can write their prayer requests on slips of paper and post them. Other members then pray for the concerns on the Prayer Board.

Blue Response Forms - Members and Friends are invited to share prayer concerns on the response forms in the weekend worship folders. These names are compiled and the list is boxed to all Prayer Tree team members.

Prayer Tree - Special needs can be called into the Prayer Tree by calling Patty Stromme at 465-1026.

Prayer List - The Office Manager will see to it that new names on the Member Concerns Board will be listed each week in the Sunday Worship Folder. The Office Manager will also place a prayer list in the monthly newsletter.

Pastor's Prayer Partners - Pastor Forney may share urgent concerns with his Prayer Partners for special prayer.

4.) CARE CALLERS - A team of trained tele-care ministers make regular calls on behalf of the congregation to express concern and pray for member needs. Special needs are directed to the pastor for follow-up. Care Callers may also be asked to make calls, especially for grief follow-up weekly for a month, monthly for a year.

5.) MEMBERS CARING FOR MEMBERS - When we become aware of members with special needs, Pastor Forney, Cyndi Baumgarten, or Denise Sanders will decide who should be contacted for follow-up care:

Members of Small Groups - Members who belong to a Small Group (Cyndi maintains compiled lists) will be cared for by the members of their Small Group. Pastor Forney will continually train group leaders and specific intentional steps for caring will be suggested when a caring referral is made to the Small Group Leader.

Visitation Team - For those members not in a Small Group, a new team of pastoral visitors will make hospital calls, nursing home calls, homebound calls, and follow-up contacts with members in need. They will also be commissioned as Deacons to celebrate communion with those who are unable to be present with the congregation in worship.

Parish Nurse - The Parish Nurse, working with the Parish Health Care Team, may be contacted when appropriate. The Parish Nurse may make hospital and home visits, along with appropriate phone contact as needed. The nurse will also arrange for meals to the home when needed. The nurse will contact leaders of the New Mom Ministry to make appropriate contacts, deliver meals, and possibly provide a parents night-out for parents who need it.

Staff Contact - There may be times that Pastor Forney may visit in certain situations (serious situations, someone nearing death, members who prefer a pastor to visit, etc.) Greg Crachiolo may follow-up with children and youth. In certain situations, other staff members may provide care to members where the need or the previous relationship (i.e. - you served on a ministry team together) makes that contact appropriate.

PSALMS, LESSONS, AND PRAYERS for times of SICKNESS

(Psalm 91 NRSV) You who live in the shelter of the Most High, who abide in the shadow of the Almighty, {2} will say to the LORD, "My refuge and my fortress; my God, in whom I trust." {3} For he will deliver you from the snare of the fowler and from the deadly pestilence; {4} he will cover you with his pinions, and under his wings you will find refuge; his faithfulness is a shield and buckler. {5} You will not fear the terror of the night, or the arrow that flies by day, {6} or the pestilence that stalks in darkness, or the destruction that wastes at noonday. {7} A thousand may fall at your side, ten thousand at your right hand, but it will not come near you. {8} You will only look with your eyes and see the punishment of the wicked. {9} Because you have made the LORD your refuge, the Most High your dwelling place, {10} no evil shall befall you, no scourge come near your tent. {11} For he will command his angels concerning you to guard you in all your ways. {12} On their hands they will bear you up, so that you will not dash your foot against a stone. {13} You will tread on the lion and the adder, the young lion and the serpent you will trample under foot. {14} Those who love me, I will deliver; I will protect those who know my name. {15} When they call to me, I will answer them; I will be with them in trouble, I will rescue them and honor them. {16} With long life I will satisfy them, and show them my salvation.

(Psalm 27:1 NRSV) The LORD is my light and my salvation; whom shall I fear? The LORD is the stronghold of my life; of whom shall I be afraid?

(Psalm 42:1-3 NRSV) As a deer longs for flowing streams, so my soul longs for you, O God. {2} My soul thirsts for God, for the living God. When shall I come and behold the face of God? {3} My tears have been my food day and night, while people say to me continually, "Where is your God?"

(Luke 4:38-44 NRSV) After leaving the synagogue he entered Simon's house. Now Simon's mother-in-law was suffering from a high fever, and they asked him about her. {39} Then he stood over her and rebuked the fever, and it left her. Immediately she got up and began to serve them. {40} As the sun was setting, all those who had any who were sick with various kinds of diseases brought them to him; and he laid his hands on each of them and cured them. {41} Demons also came out of many, shouting, "You are the Son of God!" But he rebuked them and would not allow them to speak, because they knew that he was the Messiah. {42} At daybreak he departed and went into a deserted place. And the crowds were looking for him; and when they reached him, they wanted to prevent him from leaving them. {43} But he said to them, "I must proclaim the good news of the kingdom of God to the other cities also; for I was sent for this purpose." {44} So he continued proclaiming the message in the synagogues of Judea.

(Matthew 11:28-30 NRSV) "Come to me, all you that are weary and are carrying heavy burdens, and I will give you rest. {29} Take my yoke upon you, and learn from me; for I am gentle and humble in heart, and you will find rest for your souls. {30} For my yoke is easy, and my burden is light."

PSALMS, LESSONS, AND PRAYERS for times of SICKNESS

continued

(Jeremiah 14:9 NRSV) Why should you be like someone confused, like a mighty warrior who cannot give help? Yet you, O LORD, are in the midst of us, and we are called by your name; do not forsake us!

(John 14:27 NRSV) Peace I leave with you; my peace I give to you. I do not give to you as the world gives. Do not let your hearts be troubled, and do not let them be afraid.

(Romans 8:38-39 NRSV) For I am convinced that neither death, nor life, nor angels, nor rulers, nor things present, nor things to come, nor powers, {39} nor height, nor depth, nor anything else in all creation, will be able to separate us from the love of God in Christ Jesus our Lord.

(1 Peter 5:6-9 NRSV) Humble yourselves therefore under the mighty hand of God, so that he may exalt you in due time. {7} Cast all your anxiety on him, because he cares for you. {8} Discipline yourselves, keep alert. Like a roaring lion your adversary the devil prowls around, looking for someone to devour. {9} Resist him, steadfast in your faith, for you know that your brothers and sisters in all the world are undergoing the same kinds of suffering.

Other Lessons: 2 Kings 5:1-4; Matthew 8:1-13; Matthew 9:2-8, 18-26; Matthew 15:21-28; mark 6:7,12-13; Mark 7:31-37; Luke 6:6-10; Luke 17:11-19; John 4:46-53; James 5:10-20

O Lord, visit and restore your servant for whom we offer our prayers. Look upon *him/her* in your mercy; give *him/her* comfort and sure confidence in you; defend *him/her* from danger and harm; and keep *him/her* in perpetual peace and safety; through your Son, Jesus Christ our Lord.

O God, the strength of the weak and the comfort of sufferers: Mercifully hear our prayers and grant to your servant, name, the help of your power, that *his/her* sickness may be turned into health and our anxiety in joy; through Jesus Christ our Lord.

O God of power and love, be present with name, that *his/her* weakness may be overcome and *his/her* strength restored; and that *his/her* health being renewed, *helshe* may bless your holy name; through Jesus Christ our Lord.

Heavenly Father, giver of life and health: Comfort and relieve your servant, name, and give your power of healing to those who minister to *his/her* needs, that *helshe* may be strengthened in *his/her* weakness and have confidence in your loving care; through Jesus Christ our Lord.

O Lord, look upon your servant name. Touch *him/her* with your healing hand and let your life-giving power flow into every cell of *his/her* body and into the depths of *his/her* soul, restoring *him/her* to wholeness and strength for service in your kingdom; through Jesus Christ our Lord.

PSALMS, LESSONS, AND PRAYERS for times of GRATITUDE

(Psalms 103:1-5, 19-22 NRSV) Bless the LORD, O my soul, and all that is within me, bless his holy name. {2} Bless the LORD, O my soul, and do not forget all his benefits-- {3} who forgives all your iniquity, who heals all your diseases, {4} who redeems your life from the Pit, who crowns you with steadfast love and mercy, {5} who satisfies you with good as long as you live so that your youth is renewed like the eagle's. {19} The LORD has established his throne in the heavens, and his kingdom rules over all. {20} Bless the LORD, O you his angels, you mighty ones who do his bidding, obedient to his spoken word. {21} Bless the LORD, all his hosts, his ministers that do his will. {22} Bless the LORD, all his works, in all places of his dominion. Bless the LORD, O my soul.

(Psalms 28:6-9 NRSV) Blessed be the LORD, for he has heard the sound of my pleadings. {7} The LORD is my strength and my shield; in him my heart trusts; so I am helped, and my heart exults, and with my song I give thanks to him. {8} The LORD is the strength of his people; he is the saving refuge of his anointed. {9} O save your people, and bless your heritage; be their shepherd, and carry them forever.

(Psalms 34:1-8 NRSV) I will bless the LORD at all times; his praise shall continually be in my mouth. {2} My soul makes its boast in the LORD; let the humble hear and be glad. {3} O magnify the LORD with me, and let us exalt his name together. {4} I sought the LORD, and he answered me, and delivered me from all my fears. {5} Look to him, and be radiant; so your faces shall never be ashamed. {6} This poor soul cried, and was heard by the LORD, and was saved from every trouble. {7} The angel of the LORD encamps around those who fear him, and delivers them. {8} O taste and see that the LORD is good; happy are those who take refuge in him.

(Psalms 100 NRSV) Make a joyful noise to the LORD, all the earth. {2} Worship the LORD with gladness; come into his presence with singing. {3} Know that the LORD is God. It is he that made us, and we are his; we are his people, and the sheep of his pasture. {4} Enter his gates with thanksgiving, and his courts with praise. Give thanks to him, bless his name. {5} For the LORD is good; his steadfast love endures forever, and his faithfulness to all generations.

Other Psalms: Psalm 8, 30, 145, 150

(1 Chronicles 29:10-13 NRSV) Then David blessed the LORD in the presence of all the assembly; David said: "Blessed are you, O LORD, the God of our ancestor Israel, forever and ever. {11} Yours, O LORD, are the greatness, the power, the glory, the victory, and the majesty; for all that is in the heavens and on the earth is yours; yours is the kingdom, O LORD, and you are exalted as head above all. {12} Riches and honor come from you, and you rule over all. In your hand are power and might; and it is in your hand to make great and to give strength to all. {13} And now, our God, we give thanks to you and praise your glorious name.

(1 Corinthians 15:57-58 NIV) Thanks be to God! He gives us the victory through our Lord Jesus Christ. {58} Therefore, my dear brothers, stand firm. Let nothing move you. Always give yourselves fully to the work of the Lord, because you know that your labor in the Lord is not in vain.

(1 Peter 1:3-9 NRSV) Blessed be the God and Father of our Lord Jesus Christ! By his great mercy he has given us a new birth into a living hope through the resurrection of Jesus Christ from the dead, {4} and into an inheritance that is imperishable, undefiled, and unfading, kept in heaven for you, {5} who are being protected by the power of God through faith for a salvation ready to be revealed in the last time. {6} In this you rejoice, even if now for a little while you have had to suffer various trials, {7} so that the genuineness of your faith--being more precious than gold that, though perishable, is tested by fire--may be found to result in praise and glory and honor when Jesus Christ is revealed. {8} Although you have not seen him, you love him; and even though you do not see him now, you believe in him and rejoice with an indescribable and glorious joy, {9} for you are receiving the outcome of your faith, the salvation of your souls.

(Philippians 4:4-7 NRSV) Rejoice in the Lord always; again I will say, Rejoice. {5} Let your gentleness be known to everyone. The Lord is near. {6} Do not worry about anything, but in everything by prayer and supplication with thanksgiving let your requests be made known to God. {7} And the peace of God, which surpasses all understanding, will guard your hearts and your minds in Christ Jesus.

Almighty and gracious God, we give thanks that you have restored the health of your servant, _____ *name* _____, on whose behalf we bless and praise your name. Grant that *he/she* may continue the mission you have given *him/her* in this world and also share in eternal glory at the appearing of your Son, Jesus Christ our Lord.

O Lord our God, source of life and wholeness: Gladly we thank you that you hear our prayers for _____ *name* _____, and that you are turning *his/her* sickness into health and his/her weakness into strength; through Jesus Christ our Lord.

PSALMS, LESSONS, AND PRAYERS for times of ANXIETY AND FEAR

(Psalms 27:1-9,14 NRSV) The LORD is my light and my salvation; whom shall I fear? The LORD is the stronghold of my life; of whom shall I be afraid? {2} When evildoers assail me to devour my flesh-- my adversaries and foes-- they shall stumble and fall. {3} Though an army encamp against me, my heart shall not fear; though war rise up against me, yet I will be confident. {4} One thing I asked of the LORD, that will I seek after: to live in the house of the LORD all the days of my life, to behold the beauty of the LORD, and to inquire in his temple. {5} For he will hide me in his shelter in the day of trouble; he will conceal me under the cover of his tent; he will set me high on a rock. {6} Now my head is lifted up above my enemies all around me, and I will offer in his tent sacrifices with shouts of joy; I will sing and make melody to the LORD. {7} Hear, O LORD, when I cry aloud, be gracious to me and answer me! {8} "Come," my heart says, "seek his face!" Your face, LORD, do I seek. {9} Do not hide your face from me. Do not turn your servant away in anger, you who have been my help. Do not cast me off, do not forsake me, O God of my salvation! {14} Wait for the LORD; be strong, and let your heart take courage; wait for the LORD!

(Psalms 4:1-3,6-8 NRSV) Answer me when I call, O God of my right! You gave me room when I was in distress. Be gracious to me, and hear my prayer. {2} How long, you people, shall my honor suffer shame? How long will you love vain words, and seek after lies? {3} But know that the LORD has set apart the faithful for himself; the LORD hears when I call to him. {6} Let the light of your face shine on us, O LORD!" {7} You have put gladness in my heart more than when their grain and wine abound. {8} I will both lie down and sleep in peace; for you alone, O LORD, make me lie down in safety.

(Psalms 46 NRSV) God is our refuge and strength, a very present help in trouble. {2} Therefore we will not fear, though the earth should change, though the mountains shake in the heart of the sea; {3} though its waters roar and foam, though the mountains tremble with its tumult. {4} There is a river whose streams make glad the city of God, the holy habitation of the Most High. {5} God is in the midst of the city; it shall not be moved; God will help it when the morning dawns. {6} The nations are in an uproar, the kingdoms totter; he utters his voice, the earth melts. {7} The LORD of hosts is with us; the God of Jacob is our refuge. {8} Come, behold the works of the LORD; see what he has brought on the earth. {9} He makes wars cease to the end of the earth; he breaks the bow, and shatters the spear; he burns the shields with fire. {10} "Be still, and know that I am God! I am exalted among the nations, I am exalted in the earth."

(Psalms 91 NRSV) You who live in the shelter of the Most High, who abide in the shadow of the Almighty, {2} will say to the LORD, "My refuge and my fortress; my God, in whom I trust." {3} For he will deliver you from the snare of the fowler and from the deadly pestilence; {4} he will cover you with his pinions, and under his wings you will find refuge; his faithfulness is a shield and buckler. {5} You will not fear the terror of the night, or the arrow that flies by day, {6} or the pestilence that stalks in darkness, or the destruction that wastes at noonday. {7} A thousand may fall at your side, ten thousand at your right hand, but it will not come near you. {8} You will only look with your eyes and see the punishment of the wicked. {9} Because you have made the LORD your refuge, the Most High your dwelling place, {10} no evil shall befall you, no scourge come near your tent. {11} For he will command his angels concerning you to guard you in all your ways. {12} On their hands they will bear you up, so that you will not dash your foot against a stone. {13} You will tread on the lion and the adder, the young lion and the serpent you will trample under foot. {14} Those who love me, I will deliver; I will protect those who know my name.

(Isaiah 43:1-3 NRSV) But now thus says the LORD, he who created you, O Jacob, he who formed you, O Israel: Do not fear, for I have redeemed you; I have called you by name, you are mine. {2} When you pass through the waters, I will be with you; and through the rivers, they shall not overwhelm you; when you walk through fire you shall not be burned, and the flame shall not consume you. {3} For I am the LORD your God, the Holy One of Israel, your Savior.

(Romans 8:31-39 NRSV) What then are we to say about these things? If God is for us, who is against us? {32} He who did not withhold his own Son, but gave him up for all of us, will he not with him also give us everything else? {33} Who will bring any charge against God's elect? It is God who justifies. {34} Who is to condemn? It is Christ Jesus, who died, yes, who was raised, who is at the right hand of God, who indeed intercedes for us. {35} Who will separate us from the love of Christ? Will hardship, or distress, or persecution, or famine, or nakedness, or peril, or sword? {37} No, in all these things we are more than conquerors through him who loved us. {38-9} For I am convinced that neither death, nor life, nor angels, nor rulers, nor things present, nor things to come, nor powers, nor height, nor depth, nor anything else in all creation, will be able to separate us from the love of God in Christ Jesus our Lord.

(Matthew 6:25-34 NRSV) "Therefore I tell you, do not worry about your life, what you will eat or what you will drink, or about your body, what you will wear. Is not life more than food, and the body more than clothing? {26} Look at the birds of the air; they neither sow nor reap nor gather into barns, and yet your heavenly Father feeds them. Are you not of more value than they? {27} And can any of you by worrying add a single hour to your span of life? {28} And why do you worry about clothing? Consider the lilies of the field, how they grow; they neither toil nor spin, {29} yet I tell you, even Solomon in all his glory was not clothed like one of these. {30} But if God so clothes the grass of the field, which is alive today and tomorrow is thrown into the oven, will he not much more clothe you--you of little faith? {31} Therefore do not worry, saying, 'What will we eat?' or 'What will we drink?' or 'What will we wear?' {32} For it is the Gentiles who strive for all these things; and indeed your heavenly Father knows that you need all these things. {33} But strive first for the kingdom of God and his righteousness, and all these things will be given to you as well. {34} "So do not worry about tomorrow, for tomorrow will bring worries of its own.

Other Lessons: John 10:1-18; John 14:1-6; Philippians 4:4-7

Almighty and merciful God, only source of health and healing, who alone can bring calmness and peace: Grant to us, your children, a sense of your presence and a strong confidence in you. In our pain, our weariness, and our anxiety, surround us with your care, protect us by your loving might, and permit us once more to enjoy health and strength and peace, through Jesus Christ our Lord.

Loving Lord, we entrust ourselves to your care this day. Guide with wisdom and skill the minds and hands of those who minister in your name. Grant that your servant may be restored to health and may live in harmony with you and with others; through Jesus Christ.

O most loving Father, you want us to give thanks for all things, to fear nothing except losing you and to lay all our cares on you, knowing that you care for us. Grant that fears and anxieties in this mortal life may not hide from us the light of your immortal love shown to us in your Son, Jesus Christ our Lord.

PSALMS, LESSONS, AND PRAYERS for times of IMPENDING DEATH

(Psalms 143 NRSV) Hear my prayer, O LORD; give ear to my supplications in your faithfulness; answer me in your righteousness. {2} Do not enter into judgment with your servant, for no one living is righteous before you. {3} For the enemy has pursued me, crushing my life to the ground, making me sit in darkness like those long dead. {4} Therefore my spirit faints within me; my heart within me is appalled. {5} I remember the days of old, I think about all your deeds, I meditate on the works of your hands. {6} I stretch out my hands to you; my soul thirsts for you like a parched land. {7} Answer me quickly, O LORD; my spirit fails. Do not hide your face from me, or I shall be like those who go down to the Pit. {8} Let me hear of your steadfast love in the morning, for in you I put my trust. Teach me the way I should go, for to you I lift up my soul. {9} Save me, O LORD, from my enemies; I have fled to you for refuge. {10} Teach me to do your will, for you are my God. Let your good spirit lead me on a level path. {11} For your name's sake, O LORD, preserve my life. In your righteousness bring me out of trouble. {12} In your steadfast love cut off my enemies, and destroy all my adversaries, for I am your servant.

(John 14:1-6 NRSV) "Do not let your hearts be troubled. Believe in God, believe also in me. {2} In my Father's house there are many dwelling places. If it were not so, would I have told you that I go to prepare a place for you? {3} And if I go and prepare a place for you, I will come again and will take you to myself, so that where I am, there you may be also. {4} And you know the way to the place where I am going." {5} Thomas said to him, "Lord, we do not know where you are going. How can we know the way?" {6} Jesus said to him, "I am the way, and the truth, and the life. No one comes to the Father except through me.

(Matthew 26:36-45 NRSV) Then Jesus went with them to a place called Gethsemane; and he said to his disciples, "Sit here while I go over there and pray." {37} He took with him Peter and the two sons of Zebedee, and began to be grieved and agitated. {38} Then he said to them, "I am deeply grieved, even to death; remain here, and stay awake with me." {39} And going a little farther, he threw himself on the ground and prayed, "My Father, if it is possible, let this cup pass from me; yet not what I want but what you want." {40} Then he came to the disciples and found them sleeping; and he said to Peter, "So, could you not stay awake with me one hour? {41} Stay awake and pray that you may not come into the time of trial; the spirit indeed is willing, but the flesh is weak." {42} Again he went away for the second time and prayed, "My Father, if this cannot pass unless I drink it, your will be done." {43} Again he came and found them sleeping, for their eyes were heavy. {44} So leaving them again, he went away and prayed for the third time, saying the same words. {45} Then he came to the disciples and said to them, "Are you still sleeping and taking your rest? See, the hour is at hand, and the Son of Man is betrayed into the hands of sinners.

(Ephesians 6:10-17 NRSV) Finally, be strong in the Lord and in the strength of his power. {11} Put on the whole armor of God, so that you may be able to stand against the wiles of the devil. {12} For our struggle is not against enemies of blood and flesh, but against the rulers, against the authorities, against the cosmic powers of this present darkness, against the spiritual forces of evil in the heavenly places. {13} Therefore take up the whole armor of God, so that you may be able to withstand on that evil day, and having done everything, to stand firm. {14} Stand therefore, and fasten the belt of truth around your waist, and put on the breastplate of righteousness. {15} As shoes for your feet put on whatever will make you ready to proclaim the gospel of peace. {16} With all of these, take the shield of faith, with which you will be able to quench all the flaming arrows of the evil one. {17} Take the helmet of salvation, and the sword of the Spirit, which is the word of God.

(2 Corinthians 4:16-5:9 NRSV) Do not lose heart. Even though our outer nature is wasting away, our inner nature is being renewed day by day. For this slight momentary affliction is preparing us for an eternal weight of glory beyond all measure, because we look not at what can be seen but at what cannot be seen; for what can be seen is temporary, but what cannot be seen is eternal. For we know that if the earthly tent we live in is destroyed, we have a building from God, a house not made with hands, eternal in the heavens. For in this tent we groan, longing to be clothed with our heavenly dwelling-- if indeed, when we have taken it off we will not be found naked. For while we are still in this tent, we groan under our burden, because we wish not to be unclothed but to be further clothed, so that what is mortal may be swallowed up by life. He who has prepared us for this very thing is God, who has given us the Spirit as a guarantee. So we are always confident; even though we know that while we are at home in the body we are away from the Lord-- for we walk by faith, not by sight. Yes, we do have confidence, and we would rather be away from the body and at home with the Lord. So whether we are at home or away, we make it our aim to please him.

(Psalms 23 NRSV) The LORD is my shepherd, I shall not want. {2} He makes me lie down in green pastures; he leads me beside still waters; {3} he restores my soul. He leads me in right paths for his name's sake. {4} Even though I walk through the darkest valley, I fear no evil; for you are with me; your rod and your staff-- they comfort me. {5} You prepare a table before me in the presence of my enemies; you anoint my head with oil; my cup overflows. {6} Surely goodness and mercy shall follow me all the days of my life, and I shall dwell in the house of the LORD my whole life long.

O merciful Father, you teach us in your holy Word that you do not willingly afflict or grieve your children. Look with compassion on name , your servant for whom we pray. Remember *him/her*, O Lord in your mercy. Strengthen *him/her*, in patience, comfort *him/her*, with the memory of your goodness, let your presence shine on *him/her*, and give *him/her*, peace through Jesus Christ our Lord.

Almighty God, your love never fails, and you can turn the shadow of death into daybreak. Help us to receive your Word with believing hearts, so that confident in your promises, we may have hope and be lifted out of darkness into the light and peace of your presence; through Jesus Christ our Lord.

O blessed Lord, God of mercies and of comfort: Look in compassion on your servant, name , who is shaken and troubled. In your good time give *him/her* a right understanding of *himself/herself* and of your will for *him/her*, that *he/she*, may not lose confidence in you. Preserve *him/her* from bitterness and fear, look upon *him/her* with favor, and give *him/her* your peace which passes understanding; through your Son, Jesus Christ our Lord.

LOVE TOUCHES

WHEN THERE IS SORROW,
READ JOHN 14

WHEN OTHERS FAIL YOU,
READ PSALM 27

IF YOU WANT TO BE FRUITFUL,
READ JOHN 14

WHEN YOU HAVE SINNED,
READ PSALM 51

WHEN YOU WORRY,
READ MATTHEW 6:19-34

WHEN YOU ARE IN DANGER,
READ PSALM 91

WHEN GOD SEEMS FAR AWAY,
READ PSALM 139

WHEN YOUR FAITH NEEDS STIRRING,
READ HEBREWS 11

WHEN YOU ARE LONELY OR FEARFUL,
READ PSALM 23

WHEN YOU GROW BITTER OR CRITICAL,
READ I CORINTHIANS 13

FOR PAUL'S SECRET OF HAPPINESS,
READ COLOSSIANS 3:12-17

FOR PAUL'S IDEA OF CHRISTIANITY,
READ 1 CORINTHIANS 5:15-19

WHEN YOU FEEL DOWN AND OUT,

READ ROMANS 8:31-39

*WHEN YOU WANT REST AND PEACE,
READ MATTHEW 11:25-30*

WHEN THE WORLD SEEMS BIGGER THAN

GOD, READ PSALM 90

WHEN YOU WANT CHRISTIAN ASSURANCE,

READ ROMANS 8:1-30

*WHEN YOU LEAVE HOME FOR LABOR OR
TRAVEL, READ PSALM 121*

*WHEN YOUR PRAYERS GROW NARROW
OR SELFISH, READ PSALM 67*

*FOR A GREAT INVITATION AND A GREAT
OPPORTUNITY, READ ISAIAH 55*

*WHEN YOU WANT COURAGE FOR A
TASK, READ JOSHUA 1*

*HOW TO GET ALONG WITH FELLOW MEN,
READ ROMANS 12*

*WHEN YOU THINK OF INVESTMENTS AND
RETURNS, READ MARK 10*

*IF YOU ARE DEPRESSED,
READ PSALM 27*

*IF YOUR POCKET-BOOK IS EMPTY,
READ PSALM 37*

IF YOU ARE LOSING YOUR CONFIDENCE IN PEOPLE, READ 1 CORINTHIANS 13

*IF PEOPLE SEEM UNKIND,
READ JOHN 15*

IF YOU ARE DISCOURAGED ABOUT YOUR

WORK, READ PSALM 126

*IF YOU FIND THE WORLD GROWING SMALL
READ PSALM 19*

AND YOU YOURSELF GREAT,

MINISTERING TO THE TROUBLED PERSON

People experience a wide variety of difficulties in life. In your visiting, you may encounter someone who has recently lived through some immediate and specific stress. They might have had a crisis like the death of a loved one, failure at work or school, marital or home problems, loss of a job, a broken romance, financial reversal, divorce or separation. Here is a brief outline for you to follow in working with someone who is troubled or depressed. Please understand that the pastor and other professionals are here to help you deal with situations when you feel you are in over your head. Don't hesitate to ask for help if you think you might need it - we'd rather have a false alarm than miss helping someone.

STEP ONE - establish a relationship, maintain contact, establish rapport and obtain information

Many times a troubled person seems ambivalent towards life. At the same time he may want to be rescued. When you reach this person, it is important to begin to develop a positive relationship. Their relationship with a Visitor could be a step in the healing process. Help people know that talking to you is a good step in the process of dealing with their stress. Troubled persons need you to talk calmly, confidently, and with a voice of authority but not authoritarian. Try to find some common ground upon which you and the person can agree.

STEP TWO - identify and clarify the problem

Try to hear the person's story with as few interruptions as possible. Encourage him to tell you what has led him to where he is now, what is bothering him right now and what he has tried before to cope with his situation. Do not challenge what he is saying - statements such as, "You shouldn't feel that way ..." or "Things are not as bad as they seem..." can appear to be another setback to the person. Focus on what the person is feeling and assist him in clarifying his feelings. If he has difficulty expressing his feelings, help him to label them. Try to reflect what you think he is thinking and feeling as this will help him to pinpoint the problem.

STEP THREE - assess the person's situation and determine why kind of help is needed

A number of factors are involved in making this evaluation. As you listen to the person you will be receiving pieces of information that will assist you in making this determination. Listen to the person's situation - what is within their control and what is beyond their ability to change? Listen for the stress level - especially from the person's point of view. To you it may not seem significant, but to him it is. If he has experienced losses, reversals, or even successes, he could be creating stress or strain. Probe what kinds of resources the person has available to them. Is he still in communication with others? Has he cut himself off from other people, including friends and family? If so, he could be in a more serious situation and you may want to involve others immediately.

STEP FOUR - formulate a plan to help the person

Continue talking with a person if they seem to have no plans for dealing with the immediate cause of their stress. Work toward getting a commitment from him to take some action. If he seems extremely fragile, ask him to promise to contact or call you if he has any

other difficulty or if he is tempted do anything life threatening. Professionals have found that this is quite effective. Your word of encouragement on the phone may help the person deal with their problems. Help the person determine his strengths and resources. Help him widen his view of his problem and discover the sources that he has lost sight of during his crisis. Perhaps there are some other people who can help him. Perhaps you know of some agencies from which he can obtain the help he needs. Be sure to help them see various positive alternatives and help them take steps toward one of those alternatives. Pray with the person and tell them you will keep them in prayer. In summary, you want to help a troubled person feel:

Activity - he needs to feel that something is being done for him right at this time

Authority - set yourself up as an authoritative figure who will take charge

Involvement of others - if the person realizes that others are now involved in caring for him he will be more

apt to feel that he is being cared for and respond. Feel free to consult the list of emergency agencies that is included in this handbook.

ACTIVE LISTENING SKILLS - PAGE 1

Listening does not come naturally to most people; it is a skill that must be developed. The Visitor must be an active listener. In active listening, the Visitor attends to the individual's verbal as well as nonverbal messages and reflects what has been heard back to the individual so that the individual knows his or her message has been accurately understood. When engaged in active listening, the Visitor:

- * Pays attention to the individual's underlying feelings -- rather than just the literal meaning of the individual's words.
- * Uses a clear, calm, and interested tone of voice.
- * Asks questions that expand and clarify what is being said by the individual.
- * Speaks in order to better understand the individual, not just to make a point.
- * Reflects perceptions of what the individual is saying back to the individual. By doing this, the Visitor gives the individual concrete evidence that the message has been received correctly or provides the client with an opportunity to correct the message if misunderstood.

In general communication problems develop when:

- * We speak for others rather than let them speak for themselves.
- * We let our prejudices and stereotypes affect what we hear and what we say.
- * We do not take the time to listen and understand what the other person is trying to say -- we often begin to prepare our response before we have heard everything being said.
- * We keep things to ourselves because we think others will disapprove of what we really believe and say.
- * We make no attempt to communicate because we assume others already know how we feel and what we think.
- * We are afraid of the risks that are necessary to communicate honestly and openly with others.
- * We discourage or suppress communication by ordering, threatening, preaching, judging, blaming, or humoring.
- * Negative feelings about ourselves (low self esteem) cause us to conclude that we have nothing to say and that no one wants to listen to us.

ACTIVE LISTENING SKILLS - PAGE 2

A brief silence is best responded with a silence. If the silence is a long one, the Visitor should attempt to reach inside the silence. An error commonly made is to respond to the silence with a change of topics. **DON'T BE AFRAID OF SILENCE.** The skill of putting the individual's feelings into words refers to the Visitor's articulation of what the individual is feeling but has just stopped short of expressing in words.

The technique of **clarification** refers to asking a question designed to encourage an individual to become more explicit and/or to verify the Visitor's understanding of what the individual has said. Clarification questions usually begin with "Are you saying that..." or "Do you mean that..." and end with a rephrasing of the individual's words.

The **paraphrase** is a rephrasing of the content of the individual's statement; the technique of **reflection** of feeling is a rephrasing of the affective component of the message. Reflection is very similar to the empathetic techniques of responding to feeling and putting an individual's feelings into words.

Individual: "That guy down at the unemployment office is a real sleazeball. How does he get away with treating people like that? I feel three inches tall when I go down there."

Visitor (paraphrase): The man at the employment office upsets you, treats you badly, and makes you feel put down.

Or

Visitor (reflection of feeling): You feel embarrassed and humiliated at the employment office. Is that right?

Summarization refers to an extension of paraphrase and reflection to one or more themes that runs through the individual's statements. It's a pulling together of the content and affective components of several messages. For example, a Visitor might use summarization to draw together the key affective and content elements of what was discussed during the previous ten minutes. Here is an example of a summarization by a Visitor:

Visitor: From what you are saying, I am hearing a number of things. You are desperate for a job and feel a mix of anger and depression because you haven't found one yet. You have been going to the employment office, but that adds to your feelings of frustration. On top of that, you are feeling a deep regret for having dropped out of high school.

ACTIVE LISTENING SKILLS - PAGE 3

CREATING AN EFFECTIVE HELPING RELATIONSHIP

At the very heart of an effective relationship is human caring. Visitors must genuinely care about those individuals and families he or she is visiting. Visitors cannot make a good relationship happen. At most, he or she can attempt to become the type of person individuals find helpful and do those things that increase the possibility that a positive relationship will develop.

Empathy is the ability to understand accurately the experiences and feelings of another person. It is sometimes described as the ability to step into someone's shoes and see and feel life as that individual does. Empathy is conveyed primarily through active listening, by giving undivided attention to the client, and by being sensitive to nonverbal cues that indicate how the individual is feeling. It is important to make the best use of paraphrasing and reflection in order for the Visitor to understand what the individual is saying and feeling.

Warmth exists when the Visitor treats the individual in a way that makes them feel safe, accepted, and understood.

Genuineness means being one's self and being real.

QUESTIONING

A question such as "What are the names of your children?" is termed a **closed-ended question** ; it limits how the individual can respond.

By contrast, an **open-ended question** , such as "tell me about your children" gives the individual an opportunity to say whatever he or she thinks is important. Responses to open-ended questions are likely to reveal the individual's real concerns and feelings.

Stacking questions refers to asking several questions at once -- they are confusing to individuals. It is best to ask one question at a time.

Leading questions are those that directly or indirectly push or pull at the individual toward a certain response. A leading question may prompt an individual to lie rather than suffer embarrassment or disappoint the Visitor. Leading questions often reveal judgmental attitude and they can be insulting to individuals.

The term "**I-message**" refers to a type of message composition designed to increase the effectiveness of communication. This particular structure makes it possible to send a clear direct message and reduce the chance that the person receiving the message will be put on the defensive.

The purpose of a "**You message**" may be to bring about a needed change in the behavior of another, but it usually ends up creating added resistance to change.

In contrast to the "you message" which usually blocks real communication, the "I-message" allows the person bothered by the behavior of another to describe in a non-critical or non-accusatory manner, the impact the behavior is having, while leaving the responsibility for modifying the behavior with the person exhibiting the troublesome behavior.

ACTIVE LISTENING SKILLS - PAGE 4

RESPONDING TO DEFENSIVE COMMUNICATION

The Visitor needs to be skilled in reducing the individual's need to be defensive and guarded. There are a number of common defensive maneuvers used by individuals:

- * denial *
- blaming
- * labeling * being
- fragile
- * avoidance
- * physical
- environment
- * cursing
- * aggression
- * helplessness * using crisis
- or distraction * threats

Often the individual is defensive before he or she even has contact with the Visitor, but sometimes the Visitor's behavior or personal style can be added to the problem. Visitor behaviors that increase the individual's defensiveness include appearing rushed, being brusque or insensitive to the individual's feelings, making judgmental statements, using jargon or quoting rules or policy without explanation, failing to identify yourself and your role clearly, calling an adult by his or her first name without permission, being authoritarian, and creating long waits and delays.

Remember that defensiveness in interpersonal relationships is an attempt to protect oneself from real or imagined danger.

Expand your tolerance to annoying defensive behavior by understanding that the behavior may have served a functional purpose in the past.

If an individual exhibits a positive or non-defensive behavior, respond with reinforcement and use the technique of mirroring -- simply moving as the individual moves, matching the nonverbal without mimicking the individual. To the extent possible, use words and phrases that match your individual's dominant mode of receiving information. (visual, auditory, touch)

When ever possible, give the individual opportunities to make choices and remain in control of what is happening -- this implies cooperation, respect, and choice.

Do not categorize anyone

If an individual uses obscene or abusive language, remain calm and do not respond in ways that might reinforce the behavior.

PRAYER HELP FOR PRAYER WARRIORS

What is Prayer? *Prayer is a conversation with God. It is being in Fellowship with your Heavenly Father.*

Jeremiah 33:3 Call on me and I will answer you and tell you great and unsearchable things you do not know.

What Prayer is not: *Prayer is not a religious exercise without power.*

Matthew 21:22 Whatever you ask in Prayer, you will receive, if you have faith.

Jeremiah 32:17 Sovereign Lord, you have made the heavens and the earth by your great power and outstretched arm. Nothing is too hard for you.

God wants to hear from you

2 Chronicles 7:14 If my people, who are called by my name, will humble themselves and pray and seek my face and turn from their wicked ways, then I will hear from heaven and will forgive their sin and will heal their land.

Proverbs 15:8b the prayer of righteous people please God.

Isaiah 55:6 Seek the Lord while he may be found; call upon him while he is near.

James 4:2 You do not have, because you do not ask God.

Philippians 4:6 Do not be anxious about anything, but in everything, by prayer and petition, with thanksgiving, present your requests to God.

Pray - Believing : *Believe you receive when you pray.*

Hebrews 11:6 Without faith it is impossible to please God, because anyone who come to him must believe that he exists and that he rewards those who earnestly seek him.

2 Corinthians 5:7 We live by faith not by sight.

Mark 11:23 I tell you the truth, if anyone says to this mountain, "Go, throw yourself into the sea", and does not doubt in his heart, but believes that what he says will happen, it will be done for him.

Pray - Boldly *Don't be timid about asking God for help*

Hebrews 4:16 Let us then approach the throne of grace with confidence, so that we may receive mercy and find grace to help us in our time of need.

PRAYER HELP FOR PRAYER WARRIORS - PAGE 2

Give Thanks & Praise *Praise God for the victory now before any manifestation (before you see the answer). Keep your eye on God not on the problem.*

2 Corinthians 5:7 We live by faith not by sight.

1 Thessalonians 5:18 Give thanks in all circumstances, for this is God's will for you in Christ Jesus

Romans 8:28 We know that in all things God works for the good of those who have been called according to His purpose.

When we don't know how to pray: *Be honest - Confess your sins to the Lord and call upon the Holy Spirit to intercede for you.*

Romans 8:26-27 In the same way, the Spirit helps us in our weakness. We do not know what we ought to pray for, but the Spirit himself intercedes for us with groans that words cannot express. And he who searches our hearts knows the mind of the Spirit, because the Spirit intercedes for us in accordance with God's will.

Pray from God's Word - Promises from Scripture

Matthew 19:26b With God all things are possible.

Mark 11:24 Therefore, I tell you, whatever you ask in prayer, believe that you have received it, and it will be yours.

Matthew 11:28 Come to me, all you who are tired and have heavy loads, I will give you rest

2 Corinthians 1:4 God comforts us every time we have trouble, so that we can comfort those in any trouble with the comfort we ourselves have received from God..

1 John 1:9 If we confess our sins, he is faithful and just, and will forgive our sins and cleanse us from all unrighteousness.

Matthew 28:20b I am with you always, to the close of the age.

John 1:9 Be strong and of good courage, be not frightened, neither be dismayed; for the Lord your God is with you wherever you go.

Matthew 8:16 Jesus cast out the spirits with a word, and he healed all who were sick.

Isaiah 53:5 He was wounded for our transgressions, he was bruised for our iniquities; upon him was the chastisement that made us whole, and with his stripes we are healed.

VISITATION TEAM - INFORMATION FORM

NAME: _____

ARE YOU STILL INTERESTED IN SERVING ON THE VISITATION TEAM YES NO

If yes, please complete the rest of this information form and return it to Pastor Forney. If not, please let me know.

1.) Please circle the kinds of places you **would be** comfortable visiting a fellow member:

hospital homebound nursing home hospital followup at home funeral home

2.) Are you comfortable bringing communion to someone at their home/hospital room? YES NO

3.) Are there any situations you prefer not to become involved in?

I can not possibly list all of the options here. You'll need to think about situations that may be difficult for you, such as visiting someone who is near death, visiting someone who has cancer, visiting a single person of the other gender, going to a particular hospital or nursing home because of a past experience, etc. You will not be asked to become involved in any situation which may make you feel uncomfortable. Please be honest - and know that no questions will be asked. Any information provided on this form is confidential.

4.) How can I reach you if I need to discuss the possibility of you making a visit?

home phone: _____

work phone: _____

cell phone, voice mail, pager, other:

e-mail at home or work:

other:

5.) Help me understand geographic issues that need to be considered:

Are you comfortable driving to downtown Detroit, or to other distant hospitals? YES NO

Provide main cross roads near your home:

Provide main cross roads near your work:

*on the reverse side, please be sure to let me know anything else I might need to know
Please return this form to Pastor Forney by **August 1***