

Responding to Care Needs and Utilizing Congregational Services Accounts- Vision Document

The Bottom Line: In order to provide excellent care for our guests and staff during significant life events, addressing the care needs of team members is the responsibility of team leaders. In addition, Congregational Expense accounts are supervised by Campus Teams.

How did we come to this decision?

When significant life situations arise, there has been some confusion around who is responsible for extending care to individuals. Direct reports and team leaders should assume responsibility for understanding care needs and developing a plan for providing care and communicating a plan for care during significant life situations (new baby, loss of a family member, etc.). The team leader should use discretion in this process. They are welcome to recruit help when someone else is better suited to care in particular situations. If the individual is part of multiple teams, the team leaders are encouraged to work together to develop a care plan.

Another element of the confusion has been the Congregational Services account. Historically, this has been maintained Centrally, one budget to serve all needs in this category (i.e., flowers for funerals, new baby gifts, etc.). As our church has grown we have lacked clarity on who should receive gifts and who should be responsible for requesting them. As of fiscal year 2018-2019, the Congregational Expenses budget has been split amongst the Campuses. Campus Pastors are responsible for approving purchases made out of their campus Congregational Expenses budget. Direct reports and team leaders should be diligent about recognizing opportunities for care gifts amongst staff and guests. Needs and recommendations should be elevated to the Campus Pastor from the campus the recipient attends. The Campus Pastor will be responsible for approving the request. Upon Campus Pastor approval, a request for a care gift can be submitted via CreekHelp.

Personal expense accounts may also be used to cover the cost of a care gift. In this case, approval should come from the individual responsible for that account.

What is the communication plan?

11-5-18 Exec Team
11-6-18 Management Team
11-7-18 All CedarCreek Staff

What is my role?

We are better together, so...

1. Be cognizant of the care needs on your teams. As you recognize them, talk with the individual's direct report about options for providing care (sending a gift, organizing meals, writing notes).
2. If you are the direct report or team leader responsible for the care plan, communicate it to other teams who may be connected to the individual or situation.
3. When needs are elevated, as often as possible extend care. Even if an individual is not on your team or part of your campus, a prayer, email or note of encouragement goes a long way.

FAQs

What if I hear about a care need for someone that's not on my team?

Elevate the need to the person's direct report and/or team leader. Team leaders should take responsibility for the care of their team (they can lead the charge on providing care or work with others to develop a plan).

What if I'm alerted of a care need for someone I don't really know?

Please make sure that their direct report or team leader and Campus Pastor are aware and discerning the appropriate response from CedarCreek. At that point, you do not need to feel responsible to participate in the care plan. However, a thoughtful note or email is an encouraging gesture, and joining in prayer is always helpful!

What if I am in a situation where I need care?

Elevate your care needs to your direct report.

What's an appropriate amount to spend on a care gift?

Care gifts can get expensive very quickly. If you are having something delivered, be prepared to spend anywhere from \$50 to \$150. Remember that delivery can be costly, especially if there are tight time constraints. When you designate an amount on the 'Care Gift' procurement form, the delivery fee will be an additional amount.

When designating the amount to be spent, it's important to consider the venue in which the gift will be received and/or displayed. If it is being sent to a private residence, a smaller gift may be appropriate. If it is being sent for public display (to a place such as a funeral home), it is advisable to spend a larger amount of money; a very small arrangement from CedarCreek could seem thoughtless as compared with very large arrangements from other associates and organizations. That being said, take into account the value a large arrangement from CedarCreek sent to a public place (such as a funeral visitation) may bring...it goes a long way in communicating YOU MATTER. Currently with the cost of cut flowers being higher, a basket of living green plants & blooming flowers may give a more sizable arrangement for the amount spent on an appropriate funeral arrangement.

How should I sign the gift?

Before sending a gift, check in Rock to see what DreamTeams, Groups, etc. the person is associated with. Connect with the person's other leaders to ensure that you're all in the loop on the care the person needs or has received. This will also help you determine how to sign the gift. It's possible that a person's total affiliation with CedarCreek is not known, and getting too specific on the signature could unknowingly leave out an important connection. Something relatively general is recommended, i.e., "Sincerely, CedarCreek Church," or "With love from your friends at CedarCreek's Whitehouse Campus."

I'm interested in having some care gifts (i.e., YOU MATTER onesies for DreamTeam members' new babies, sympathy throws, sympathy picture frames, windchimes etc.) on hand for needs that arise on my team. How should I get a stock of any of these?

Utilize the regular procurement form on CreekHelp to request bulk items from a vendor ie: Amazon.com.

How can I have a care gift sent to a DreamTeam member at my campus?

Elevate the request to your direct report or campus pastor and after approval utilize the 'Care Gift' procurement form on CreekHelp under REQUESTS (Orders & Materials) to send the request to our procurement specialist?

Can I choose what care gift to have sent to someone?

On the 'Care Gift' procurement form, there are two options.

1. You can copy a link to a specific item on a vendor's website and paste it in the procurement form. 2. You can opt to have our procurement specialist select a gift for you per your specifications.

Does it matter what vendor I choose a gift from?

In selecting a gift from a vendor yourself, consider if it's a reputable business, if it will be a local delivery (out of our area needs more time), and how much turn-around time there is. If our procurement specialist chooses the gift it will likely come from a local vendor we have accounts with of which some give us a discount.

What type of gift can I request?

When requesting a care gift, consider the person you are sending to, the circumstance/occasion it is for, where you are having it sent to, and what season we are in. Gift baskets (ie: fruit &/or goodies), sympathy throws/afghans, memory picture frames, wind chimes, garden stones, etc. are good to send to a residence, esp. if it's for a family loss and the service is already over. They may have just finished 'finding homes' for all the flowers received. A smaller, colorful cut flower arrangement may be good for a residence or for the hospital where space may be limited. As good stewards we may want to send something that lasts for the amount of money we spend, but some people may prefer a colorful cut flower arrangement they can enjoy and then throw away after it dies rather than having to provide a permanent space for something they'll have to take care of.

How should care information (illnesses, deaths, new babies, etc.) be communicated?

The first priority is honoring the wishes of the person in need of care. Determine their comfort level with the information being shared and the people it's being shared with. Once that is identified, use your best discretion in communicating the information to the people you think should know. We realize that this may lead to some people being left out of the communication loop, and it will draw others into a communication loop they are not interested in. Those are both opportunities to extend grace.

For other concerns, questions, or if you need suggestions, ask our Procurement Specialist. You can add a note at the bottom of your care Gift request form.

Updated 5/7/19