**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 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.

**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 who have babies) on hand for needs that arise on my team. How should I get a stock of those?**

Utilize the regular procurement form on CreekHelp to request bulk items.

**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. **11-5-18**