

Diocese of Dallas

*Continuing the healing
ministry of the Church to
persons who are sick
and/or home bound*

Parish
Planning Guide
for
Homebound
Ministry



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Steps to start & maintain ministry to persons who are sick and/or homebound

Step 1: Pastor/Staff Conversations to understand the ministry

- Explore the theological/faith framework grounded in Jesus' healing ministry
- Inquire about the direction and support the Diocese offers to develop this ministry (contact Kevin Prevou, Associate Director, Human Dignity and Respect for Life 214.379.2848, kprevou@cathdal.org)
- Inquire as to what other parishes are doing
- Do a needs assessment of health care ministry needs in your parish (see parish healing ministry planning tool)
- Examine how/why this ministry fits into the context of parish life
- Determine if you will develop a parish homebound ministry or a cluster parish homebound ministry

Step 2: Identify Leadership structure for Sick and/or Homebound Ministry

- Leadership that will oversee and carry out visits to persons who are sick and/or homebound (includes nursing homes, and hospitals within the parish)
- Leadership includes pastor/priest(s), deacon(s), parish coordinator of homebound ministry, parish pastoral visitors
- See sample role descriptions for Coordinator of Homebound Ministry and Pastoral Visitors



Arms of Support for persons who are sick and/or homebound

- The diagram to the side shows the care receiver – with arms of support from the Pastoral Visitor, Parish Coordinator of Homebound Ministry and the Pastor/Priest.
- The first visit to a person who is sick and/or homebound is from a **Pastoral Visitor** (except for emergency Anointing of the Sick).
- The **Parish Coordinator of Homebound Ministry** may follow-up with a care receiver (if needed after the first visit).
- The **Pastor/Priest** will visit when necessary. The Parish Coordinator will keep the Pastor/Priest apprised of visits and make recommendations for Pastor/Priest visits when needed.



Step 3: Invite people into leadership roles: Recruit, select & place

- Develop a recruiting strategy:
 - parish bulletin
 - letter to indicated parishioners
 - presentation at Mass
 - personal invitation
 - word of mouth
 - other approaches
- Select/appoint Coordinator for Sick and Homebound
- Interview and screen potential pastoral visitors
- Determine safe environment protocols for pastoral visitors
- Consult diocesan Office of Human Resources as needed

Step 4: Form and train leaders for Sick and/or Homebound Ministry

- Parish Coordinator of Homebound Ministry
- Parish Pastoral Visitors
- Parish cluster liaisons
- Diocese will provide training for all people interested in ministry to the sick and homebound (online and in-person, English and Spanish available)
- Develop a specific parish or cluster orientation program
- Provide ongoing training for Pastoral Visitors & Coordinators of Homebound Ministry
- Commission Pastoral Visitors/Coordinator at a parish liturgy

Step 5: Identify persons to be visited

- Identify persons who are homebound and elders who are frail
- Locate chronically ill and disabled
- Establish procedures for identifying parishioners recently released from hospitals as well as for those living in nursing homes and other health care facilities
- Work with Parish Nurses and local agencies where indicated/possible
- Determine any special needs of persons identified for visitation

Step 6: Establish procedures

- Define procedures regarding emergencies, absences, reporting abuse, etc.
- Set special procedures for nursing home and hospital visits
- Establish record keeping procedures

Step 7: Connect with available support network

- Coordinator participates in network groups and/or deanery training and information sessions
- Coordinator provides opportunities for support
- Pastoral Visitors participate in parish and/or deanery support groups



Step 8: Provide for on-going training & formation

- Coordinator, in collaboration with the Diocese, provides information about seminars, videos, print materials, etc. for pastoral visitors
- Coordinator, in collaboration with the Diocese, identifies opportunities for spiritual renewal, theological reflection, and retreats

Step 9: Carry out "ministry reviews"

- Determine schedule for yearly review with Pastoral Visitors
- Use standard evaluation instrument
- Use review time as an opportunity to thank, affirm, and celebrate the contribution of the volunteer(s)

Step 10: Administer the pastoral visitor's program

- Determine reporting structure: relationship to pastor, pastoral staff, parish council, health ministry, etc.
- Integrate Parish Visitors (structurally. organizationally) with other parish ministries
- Familiarize volunteers with local community resources. agencies and materials
- Provide a parish resource space for this ministry if available
- Set up office as appropriate: space, filing (secured, centralized), budget, phone, internet



Parish Healing Ministry Planning Tool (page 1 of 6)

Use the following tool to **assess and analyze** the healing needs of your parish in order to create **goals to action plans** to grow this ministry

First: Assess

1. Visitation of parishioners in the hospital, at home, or in extended care facilities

Parish: _____ Priest (s): _____ Deacon (s): _____ Laity _____

Priest visits to the sick and home bound per week: _____ Month: _____

Deacon visits to the sick and home bound per week: _____ Month: _____

Lay visits to the sick and home bound per Week _____ Month: _____

Notes: _____

Priest visits to the nursing homes per week: _____ Month: _____

Deacon visits to the nursing homes per week: _____ Month: _____

Lay visits (PV) to the nursing homes per Week: _____ Month: _____

Nursing homes in Parish: _____

Notes: _____

Priest visits to the hospital(s) per week: _____ Month: _____

Deacon visits to the hospital(s) per week: _____ Month: _____

Lay visits to the hospital(s) per Week: _____ Month: _____

Hospital: _____

Pastoral Care Department: Yes No ;Chaplain: _____

Number of nights on call per week: _____ Month: _____

Notes: _____

Hospice Visits: _____ Hospice: _____

2. Faith Community Nursing Program: Yes No ; If Yes are they trained Yes No

Name: _____

Health education offered: Yes No Health screenings offered at the parish Yes No

Notes: _____



Parish Healing Ministry Planning Tool (page 2 of 6)

3. Bereavement Ministry: Yes No Number of funerals per month: _____ Year: _____

Funeral Meals Ministry (luncheon for family/friends after a funeral/memorial service) Yes No

Consolation ministry (ministry to bereaved family by helping to plan funeral liturgy and plans annual Mass of remembrance) Yes No

Notes: _____

4. Social Services provided:

___ Food Pantry

___ Financial assistance

___ Meals

___ Greeting cards (birthdays/anniversaries/thinking of you etc.)

___ Phone calls (check in with parishioners that have been sick/recovering from surgery/death in the family, etc.)

___ Invite parishioners to serve elders food through Meals on Wheels

___ Invite parishioners to serve in the local food bank

___ Invite parishioners to provide transportation to Mass and medical appointments

___ Invite parishioners to pray for persons who are sick and/or homebound

5. Active St. Vincent de Paul Society or other social service/healing parish group Yes No

Notes: _____

6. Partnership with Catholic Charities beyond referrals Yes No

Notes: _____

7. Parish resources we can draw on for this ministry:

Examples: St. Vincent de Paul Society, Respect Life, CCW, Elizabeth Ministry, Legion of Mary, Scout troops, school/religious education student service hours, prayer groups, Knights of Columbus, Knights of Peter Claver, women's groups, men's groups, others...

Make a list of these groups:



Parish Healing Ministry Planning Tool (page 3 of 6)

8. Community resources we can draw on for this ministry:

Examples: Area food banks, Dept. of Aging, Crisis Intervention, health-related agencies, Catholic Charities Dallas, Society of St. Vincent de Paul North Texas, others....

Make a list of these agencies/groups:

Additional Comments: _____

Second: Analyze

Based on this present reality assessment of healing ministry in the parish, ask the following questions of the planning group and write down detailed responses:

What are the strengths in our healing ministry at this time?

How can we build on our strengths to offer a more comprehensive healing ministry in the next three years?

How can we more effectively use parish resources for this ministry?

How can we more effectively use community resources for this ministry?

Is the present leadership structure for healing ministry set up to grow this ministry? How? How not?

What are the key issues that could keep us from/barriers to growing this ministry?

Are there other people we need to bring into this planning process? If yes, who?

How will a growing healing ministry affect other aspects of parish life/parish ministries?

What other questions would help you to analyze your parish healing ministry?

Third: Goals to Action Plans

Now you are ready to write some goals, objectives/priorities, and action plans to help you respond to the needs you uncovered through the parish assessment and analysis that will enable your parish's healing ministry to grow.



Parish Healing Ministry Planning Tool (page 4 of 6)

Write three – four (max) S.M.A.R.T. (**S**pecific, **M**easurable, **A**ttainable, **R**ealistic, and **T**imely) goals that name where you want this ministry to go.

SMART

1. **Specific** – Is the goal specific enough for clarity?
2. **Measurable** – Is there a way to measure the goal? In other words, how do you know you achieved the goal?
3. **Attainable** – Is the goal truly attainable? Or is it such an outlandish goal that it looks good on paper but is nearly impossible to complete.
4. **Realistic** – Did you write the goal realistically? For example, did you address all the challenges of completing the goal and provide the necessary resources?
5. **Time-bound** – Is there a timeline associated with the goal to ensure a completion date and is it the best time to be tackling this goal?

Example of a S.M.A.R.T. Goal: Engage 100 parishioners in the next six months in ministry to the sick and/or homebound.

Specific: This goal aims to vete 100 parishioners and prepare them for homebound ministry.

Measurable: This goal is measurable – you know you have achieved the goal when you engage 100 parishioners for this ministry.

Achievable: This goal is achievable because the parish has 5,000 families (if the parish had 200 families, this might not be achievable).

Realistic/Relevant: This goal is realistic/relevant because the size of the parish indicates the pastor, priest, deacons are not able to care for the sick and homebound by themselves and therefore needs to be expanded with lay people.

Time-bound: The timeframe of this goal completion is 6 months.

Once you've written your three to four S.M.A.R.T. Goals, **list the key objectives or priorities of each goal**. By naming your priorities, it will be clear where you want to focus energy right now. Keep the list of unused priorities/objectives so that you can refer to them in future planning. Some of these unused priorities may become future priorities.

Goal: Engage 100 parishioners in the next six months in ministry to the sick and/or homebound.

The objectives priorities give direction to how you will achieve the goal.

For example: (based on the above goal)

Objective/Priority 1: The homebound ministry team will vete 100 parishioners with the pastor in the next 60 days and then invite these parishioners to go through EMHC and Pastoral Care training provided by the Diocese within 6 months.

Objective/Priority 2: The homebound ministry team will appoint a liaison with the Diocese so that the training of the vetted parishioners for homebound ministry can be formed/trained through the diocesan formation program.



Parish Healing Ministry Planning Tool (page 5 of 6)

Each goal should have two or more objectives/priorities. Once you've written objectives/priorities for each goal, you are ready to write action plans that will name the who, what, when, and where that you need to know in order to achieve the objectives/priorities.

Components of an action plan include

- A well-defined description of the goal objective/priority to be achieved
- Tasks/ steps that need to be carried out to reach the objective/priority
- People who will be in charge of carrying out each task
- When will these tasks be completed (deadlines and milestones)
- Resources needed to complete the tasks
- Measures to evaluate progress

What's great about having everything listed down on one location is that it makes it easier to track progress and effectively plan things out.

An action plan is not something set in stone. As your ministry grows, and surrounding circumstances change, you will have to revisit and make adjustments to meet the latest needs.

Goal: Engage 100 parishioners in the next six months in ministry to the sick and/or homebound.

Objective/Priority 1: The homebound ministry team will vet 100 parishioners with the pastor in the next 60 days and then invite these parishioners to go through EMHC and Pastoral Care training provided by the Diocese within 6 months.

Action Plan: The homebound ministry team will meet to determine the best way to gather a list of 150 possible candidates for EMHC and pastoral care training, and the information the pastor will need for each person in order to vet them for this ministry. **Note:** you will need to gather more than 100 knowing that the pastor may not approve everyone you have vetted and some of the vetted individuals may not agree to participate in this ministry.

Action item 1: The coordinator of the homebound ministry team will contact team members, in the next two weeks, to arrange a series of meetings, to complete the goals to action planning process for the coming year.

Action item 2: The coordinator will speak with the pastor about the vetting process to determine what information he needs to look at in order to approve individuals for this ministry. (ex. he may want to know how long each has been a parishioner, ways they have participated in the parish, school, community, he may want them to be recommended by someone for this ministry so their name will be included, etc.)

Action item 3: At the first meeting, the homebound ministry team will determine the best way to gather a list of 150 possible candidates for EMHC and pastoral care training, and the information the pastor will need for each person in order to vet them for this ministry.

Action item 4: Agree and calendar the timeline for the homebound ministry team to complete the list.



Parish Healing Ministry Planning Tool (page 6 of 6)

Action item 5: Once the list is completed, the coordinator will get it to the pastor to approve individuals on the list within the 60 days written into the objective/priority.

Action item 6: Once the list is approved by the pastor, the homebound ministry team will contact individuals on the list to and speak to them about what is involved in this ministry and ask if they are willing and able to serve. For the people that agree to serve, give them the dates of the formation/training sessions and confirm that they will be able to participate. **Note:** You may want to create a script for homebound ministry team members to use when they contact individuals from the list. This could also be a separate action item.

Action item 7: If after contacting all of the persons approved on the list and coming up short of the 100 persons you need for this ministry, you will have to meet again to determine how to address this shortfall.

So...you can have as many action items as you need for each action plan. You will know you are finished with writing action items for an action plan when you have completed the who, what, when, and where of the action plan.



Sample Role Description: **Parish Coordinator of Ministry to Persons that are Sick and/or Homebound**

Objective: To facilitate an effective pastoral ministry program for the sick and homebound of the parish community.

Duties and Responsibilities:

- Participate in training courses and on-going coordinator meetings at the parish and deanery or diocesan levels.
- Meet regularly with the designated parish staff support person.
- Assess the needs of persons who are sick and/or homebound.
- Recruit, screen, train, support, supervise, and evaluate Pastoral Visitors.
- Match appropriate Pastoral Visitor with the person to be visited.
- Provide opportunities for Pastoral Visitors to gather and reflect.
- Plan on-going recognition of Pastoral Visitors.
- Develop and maintain a record-keeping process that:
 - records pertinent information.
 - maintains a master list of volunteers, persons visited, and the visitation schedule.
 - establishes a referral process for Sacraments and other significant needs.
 - documents and tracks requests.
 - provides a reporting process for Pastoral Visitors.
- Act as a resource for training and enrichment opportunities.
- Be familiar with community support services.
- Honor and maintain confidentiality in all matters.

Qualifications:

- Person of faith and spirituality.
- Ability to collaborate with others.
- Meets responsibilities.
- Strong organizational and administrative skills.
- Empathic.
- Compassionate.
- Accepting of people as they are.
- Emotionally stable.
- Comfortable with sick, elderly, and disabled.
- Willing to learn new skills.

Supported By: *Insert the name of the **specific person** to whom the coordinator will be accountable. Ideally, it would be the pastor or another staff member.*

Days and Time Needed: *The commitment of time should appear here. **Don't cushion it -be up front and realistic about your expectations.***

Length of Commitment: *One year is recommended with an extension if mutually agreeable.*

Training: *The coordinator will take part in the same training as Pastoral Visitors and receive an additional training for coordinators. In addition, the coordinator will receive orientation from the pastor and parish staff about the expectations for the Pastoral Visitation ministry.*



Sample Role Description: **Parish Pastoral Visitor to the Sick and Homebound**

Objective: To serve as a vital pastoral connection between the parish community and to persons that are sick and/or homebound.

Duties and Responsibilities:

- Complete initial training program (6 hours online or in person) and take part in on-going formation (held quarterly – online or in person).
- Regularly visit with the sick and/or homebound of the parish.
- Offer Eucharist and prayer where appropriate.
- Create a sense of presence through listening and drawing out the story of the person.
- Recognize the gifts/talents of the person and affirm them.
- Set limits and avoid problem solving.
- Observe the physical surroundings and the emotional and spiritual needs of the person.
- Follow established procedure for reporting concerns.
- Keep necessary visitation records.
- Attend regularly scheduled meetings.
- Honor and maintain confidentiality in all matters.

Qualifications:

- Person of faith and spirituality.
- People oriented.
- Empathic.
- Compassionate.
- Accepting of people as they are.
- Dependable.
- Emotionally stable.
- Comfortable with sick, elderly, and disabled.
- Responsible and accountable.

Supported By: *Include the name of the coordinator of the Parish Pastoral Visitation Ministry.*

Days and Time Needed: *The commitment of time should appear here. It will vary according to the standards for the parish. An actual realistic time commitment should be stated **Don't cushion it - be up front about your expectations.***

Length of Commitment: *A statement of the minimum commitment set by your parish should appear here. An example -- A minimum commitment of three to six months with an extension if mutually agreeable. This sort of statement allows for an early review by the volunteer and the coordinator to see if all is well and the placement is right for the volunteer and the program.*

Training: *A statement like the following should be included here. Pre-training and on-going opportunities for spiritual formation and continuing education will be provided. This lets potential pastoral visitors know they won't visit before they are prepared. Suggestions for information to add to your training program can be found in the accompanying packet.*



Diocese of Dallas
Parish Liaison for Homebound Ministry
Role Description

Objective: To provide coaching and support as requested for parish Coordinators of Homebound Ministry and to create bridges of communication between Parish Coordinators of Homebound Ministry and hospitals, long-term care facilities, assisted living communities, and hospice organizations within the parish boundaries.

General Responsibilities:

- Provide coaching and support for Parish Coordinators of Homebound Ministry when requested.
- Assist Parish Coordinators with contacts for nursing homes, assisted living, hospitals, hospice organizations, and social services within the parish.
- Assist Parish Coordinators in utilizing diocesan resources and training for homebound ministry.
- Assist the associate director of human dignity and respect for life in Facilitating the diocesan approved formation and training for parish coordinators of homebound ministry and pastoral visitors.

Qualifications:

- Person with pastoral care training and experience ex. deacon, chaplain, social worker
- Person of faith and spirituality
- Empathic listener
- Compassionate
- Ability to coach and provide support for others
- Views collaboration in ministry positively and necessary
- Responsible and accountable

Supported By: Associate Director of Human Dignity and Respect for Life, Diocese of Dallas

Time needed: 15-20 hours per week

Length of Commitment: A minimum commitment of one year with the ability to sign on for a second year.

Training: Pre-training and on-going opportunities for spiritual formation and continuing education will be provided.



Suggested ways to inform the parish community about the availability of pastoral visitation to the sick and homebound

- Place frequent notices in the church bulletin.
- Make periodic pulpit announcements.
- Publish an information article in the parish newsletter and website.
- Submit an article for publication in the local newspaper.
- Take part in a program on the local cable station.
- Feature individual visitors and their experiences in parish newsletter or through witness talks.
- Participate in the parish Ministry Fair.
- Distribute handouts that inform parishioners about Visitation Ministry.
- Commission Pastoral Visitors at a parish Liturgy (at all parish liturgies on a particular weekend – pastoral visitors attend their regular Mass and are commissioned at that Mass).
- Speak about the Ministry to various groups in the parish. (Members may also be able to identify folks to visit.)
- Share information and possibly stories (sensitive to each person's privacy) on parish social media

Suggested ways to identify the sick and the homebound

- Use parish communication resources:
 - bulletin notices
 - pulpit
 - newsletter
- Urge people to contact the Coordinator of Pastoral Visitation To The Sick and Homebound with concerns about family members or neighbors in need of outreach.
- Check and update the parish census file.
- Collaborate with the local Council on Aging, Elder Services, Visiting Nurse Association, Meals on Wheels, and other agencies that serve the elder population Note: Homebound ministry is not limited to seniors, though this will be the largest population segment that is sick and/or homebound.
- Connect with the administration at local nursing homes and assisted living facilities.
- Contact local hospital social workers/discharge planners/chaplains.
- Communicate with other faith communities in the area.
- Provide a place where friends and family of the person who is homebound can leave the name, address, etc. of those to be visited.
- Distribute information cards or simple brochures about the Ministry to the various welfare agencies and institutions in the area.
- Communicate with the membership of parish organizations.
- List on the parish web page if available.



Ways to invite parishioners to consider visitation ministry

- Make announcements following Mass as well as at parish group meetings.
- Use bulletin announcements and parish bulletin inserts or newsletters.
- Consider personal invitations by the parish staff or others already serving visitation ministry as a particularly effective means of calling parishioners to serve.
- Schedule parish ministry "Fairs" to promote all ministry opportunities.

Sample bulletin notices *(to be adapted)*

Sample 1:

Pastoral visitation involves visiting parishioners who are homebound and unable to come to church. These parishioners are in private homes, elderly housing and nursing homes.

The Pastoral Visitors spend approximately one to two hours a month (or week if available) bringing the Lord's spiritual and healing comfort through their presence and through the Eucharist. As visitors spend time with the people they visit, they also receive personal spiritual enrichment. The pastor or pastor designate will meet with those who are not presently Extraordinary Ministers of Holy Communion to discern their call.

Should you have a loved one or neighbor who might like to be visited by a Pastoral Visitor or if you feel you might be called to this ministry, please call: (name and phone number)

Sample 2:

Our (Parish name) hopes to expand its visitation ministry to parishioners who are homebound, in a community assisted living, memory care or nursing home. These men and women are now members of the parish community and we seek to provide a more comprehensive pastoral presence.

Opportunities exist to serve as Pastoral Visitors, Extraordinary Ministers of Holy Communion or to lead groups such as Rosary, Bible Study or Spiritual Reflection. Please contact (name of person and phone number/email address) if you are interested in learning more about this ministry.



Parish Bulletin Insert or Letter

The concern that Christ showed for the bodily and spiritual welfare of those who are ill is continued by the Church in its ministry to persons who are sick and/or homebound. This ministry is the common responsibility of all Christians, who should visit the sick, remember them in prayer, and celebrate the sacraments with them.

Pastoral Care of Persons who are Sick and Homebound

Dear Friends and Parishioners,

I ask you to prayerfully reflect on the above passage. As baptized Christians, all of us are called by the Lord to various ministries within the Church.

God may be calling you to serve God's people as a Pastoral Visitor to persons who are sick and/or homebound. Homebound Ministry involves visiting people in their homes or in a community assisted living, memory care, or nursing home, who are unable to attend church. There is a minimum commitment of one to two hours monthly.

You will receive training in visitation. Additional training will be provided to those whom I call from the community to be Extraordinary Ministers of Communion to the Sick. You will receive support throughout the year through occasional gatherings to share prayer and to reflect upon the ministry.

As a Pastoral Visitor, you will bring the spiritual and healing comfort of the Lord in the time that you spend with the people whom you visit. Through these visits, you will also receive personal spiritual enrichment.

I ask you to please pray for this ministry. If you feel that you might be called to it or would like additional information, please fill in the bottom part of this letter and mail it to our Coordinator of Pastoral Visitation or call___. Through prayerful consideration of this request, I know that the Holy Spirit will guide you and bless you. Let us pray for one another.

Sincerely yours, *signed by the Pastor*

Name:

Address: daytime

phone: return to:

Night time phone:



Sample Application: **Parish Pastoral Visitor To The Sick And Homebound**

First Name _____ Last Name _____ MI _____

Street Address _____

City _____ State _____ Zip Code _____

Telephone: Home _____ Work _____

E- mail _____

In an emergency
Notify _____ Relationship _____ Telephone _____

*Why do you want to serve in this ministry? _____

*Are there skills you have or previous experiences that you think might contribute to your work in this ministry?

Do you speak any language other than English? _____ What language? _____

Availability? _____

Additional Comments. _____

If you have questions about the application or application process, When completed, please return the application to the parish office or to the Coordinator of homebound ministry (add the name and contact number/email address for the coordinator).



Interview Notes Form

*The coordinator should talk to the candidate using the application information, the * questions, the interview guide questions, and the role description as the basis for the discussion. Be sure to ask if they have an interest in becoming a Eucharistic Minister in which case the volunteer's name would be submitted to the pastor for consideration in the process used for calling Eucharistic Ministers forth from the community. Discuss availability and give an overview of the program. Also, be sure you give the volunteer a copy of the role description.*

For Office Use Only

Particular gifts:

Previous experiences:

Uncertainties/hesitations:

Willing to participate in training:

Particular learnings desired:

Willing to participate in on-going reflection and support group:

Visitation preferences (check all that you are comfortable visiting)

- Homebound
- Nursing Home
- Hospital
- Male
- Female
- Disabled

Volunteer's hopes:



Interview Guide Questions

The information gathered from the following questions will help you decide if the potential volunteer is a good match for service in the ministry of pastoral visitation. There is a place on the back of the application to record the volunteer's responses. Be prudent in how you note the volunteer's answers - remember, all records are public information.

After the discussion with the potential volunteer, if you have serious concerns or reservations about the person as an appropriate visitor, please consult the pastoral staff.

1. What particular gifts do you bring to this ministry?

2. What previous experiences have you had that you think might contribute to your work in this ministry?

3. What uncertainties and hesitations do you have about visiting the sick and homebound?

4. Are you willing to participate in training?

5. Are there particular learnings you would like to experience to prepare you to serve in this ministry?

6. Would you be willing to participate in on-going ministry reflection/support groups?

7. What are your preferences regarding visitation?
 - homebound
 - nursing home
 - assisted living
 - male
 - female
 - disabled

8. What would be your hopes for yourself as you serve in this ministry during the upcoming year?



**Diocese of Dallas Pastoral Visitor/Extraordinary Minister of Holy
Communion
Confidentiality statement**

As a parish Pastoral Visitor, I agree to honor and maintain confidentiality in all matters. I may only share information necessary to protect the well-being of the person visited with appropriate persons. Other information may be shared as permission is given by the individual visited.

I have been instructed that I must not share personal information about the “care receiver” in casual conversation with other pastoral visitors, parishioners, friends or family. I have read and understand the above statement.

Eucharistic Minister/Pastoral Visitor

Date



Sample Pastoral Visitor Evaluation
(for use after the first six-months and annually thereafter)

Name _____ Date _____

Person(s) Visited/Nursing Home Visited

Length of time serving in ministry

1. In what ways is serving as a pastoral visitor a meaningful and life-giving experience for you?

2. Are there aspects of this ministry that frustrate or discourage you?

3. What gifts and skills are you developing in this ministry?

4. Is the support, on-going formation, and continuing education you receive sufficient?

5. Do you have recommendations that would enhance the support process and help to make the program more effective?

6. What further reflections on your ministry experience would you like to share?

This evaluation, once completed, would be the basis of a conversation between the visitor and the coordinator of the ministry.



Sample Pastoral Visitor Exit Interview

(for use when ministry assignment is completed)

Name _____ Date _____

Person(s) Visited/Nursing Home Visited.....

Length of time serving in this ministry:

1. How did the initial training you received help prepare you to serve in this ministry?
2. How was the support, on-going formation, and continuing education helpful to you as you served in this ministry?
3. What recommendations do you have that would enhance the formation process and help to make the program more effective?
4. What recommendations do you have for continued service for the person(s) you have been visiting?

Please use the reverse side of this sheet to share further reflections on your ministry experience.

Once completed, these questions would be the basis for an exit interview conversation between the visitor and the coordinator of the ministry.



Coordinator of Homebound Ministry Supervision

Supervision is the challenging and interactive process of helping Pastoral Visitors function at their best. As the person who supports pastoral visitors to persons who are sick and/or homebound, your role includes helping them to be successful and responsible in their ministry. Involvement in the ministry should bring the pastoral visitors closer to God and the parish community and enable them to fulfill their commitment to serve in a meaningful way.

How to enable Pastoral Visitors to succeed

As the coordinator:

- Form pastoral visitors in the vision of this ministry and how it supports the mission of the parish and the Church.
- know the pastoral visitors and understand their motivation for serving in this ministry.
- respect the pastoral visitor's time.
- maintain each pastoral visitor's confidentiality.
- be available to pastoral visitors.
- provide encouragement, guidance, and direction.
- have patience, tolerance, and a sense of humor.
- appreciate the diversity and uniqueness of each pastoral visitor.
- clearly state expectations.
- thoroughly explain procedures and standards.
- develop a sense of equal status by involving the pastoral visitors in decision making.
- communicate openly and frequently.
- resolve conflicts in a timely fashion.
- show genuine appreciation – say thank you.
- evaluate and review with the pastoral visitor on a regular schedule.
- give and receive feedback.



Coordinator of Homebound Ministry

RECORD KEEPING SUGGESTIONS

Remember, any records are public information. Please use appropriate language when recording information.

General Data Base Information About The Person Visited

Set up a database in Excel or Access that includes the following fields:

Name:

Address:

City, State, and Zip Code:

Telephone:

Next of Kin (Name and Relationship):

Telephone:

Nursing Home (if applicable):

Zone (if those to be visited are clustered by street): Reason for being homebound:

Name of Pastoral Visitor visiting regularly:

Comments:

Date of Death (if applicable) or Termination of Service:

NOTE: Determine who will input the information after an initial visit to the person who is homebound has been made. Give access to the person(s) that will input the information.

Record Keeping for Pastoral Visitor's Use

It is recommended that the Pastoral Visitor keep a journal where, after each visit, the following information is recorded:

- How the "care receiver" seemed physically, emotionally, etc.
- Anything that must be "followed-up" at the next visit.
- Request for a visit by a priest. *Note date and name of priest you contacted and date the visit was made.*
- Any concerns you need to discuss with the coordinator. *Note date of contact with coordinator.*

See sample Report Form attached (English and Spanish)

Coordinator's Summary Sheet

Record the following information about each person visited:

Name of Person Visited:

Visitor:

Frequency of Visitation:

Period of Visitation:

Please write a brief paragraph describing the person (include medical, emotional, and social information).

This summary information would be a useful reference if a visitor goes on vacation or takes a leave from the ministry. It could easily be passed on to another visitor assigned to visit the homebound person.



Home Visitation Report Form for Pastoral Visitor

You may use this hard copy or request a digital version from kprevou@cathdal.org that you can fill out on your computer and email to your parish homebound ministry coordinator. Note: Your parish may use a different form/format so check with them first.

Name of Pastoral Visitor _____ Date of Visit _____

Name of care receiver _____ Telephone # _____

Address _____ City, State, and Zip Code: _____

Next of Kin or caregiver (Name and Relationship): _____

Telephone _____ Senior Home (if applicable): _____

Reason for being homebound: (if known) _____

Notes: (include notes about your visit based on the bullet points below)

- How the “care receiver” appeared to be physically, emotionally, etc.
- Anything that must be “followed-up” at the next visit.
- Request for a visit by a priest (request must come from care receiver and then communicated (by you) to your Parish Homebound Ministry Coordinator. The Parish Homebound Ministry Coordinator will arrange the priest visit (may ask you to communicate the priest visit to the person requesting visit).
- Any concerns you need to discuss with the coordinator. *Note date of contact with coordinator.*

Date of Death (if applicable) or Termination of Service: _____



Forma de informe de visitas domiciliarias para visitantes pastorales

Puede usar esta copia impresa o solicitar una versión digital de kprevou@cathdal.org que puede completar en su computadora y enviar por correo electrónico al Coordinador del Ministerio de Confinamiento en el Hogar de su parroquia. Nota: Su parroquia puede usar una forma/formato diferente; consulte con ellos primero.

Nombre del visitante pastoral Fecha de visita

Nombre de la persona visitada # de Teléfono

Dirección ciudad, estado y zona postal

Pariente más cercano o cuidador (nombre y relación):

Teléfono Hogar de ancianos (si corresponde)

Razón por la que está confinado en su hogar: (si se conoce)

Notas: (incluya notas sobre su visita siguiendo los puntos a continuación)

- Cómo parecía estar física, emocional, etc., la persona visitada
- Cualquier cosa que deba ser "seguida" en la próxima visita.
- Solicitud de visita de un sacerdote (la solicitud debe provenir del beneficiario del cuidado, usted la comunica al Coordinador del Ministerio de Confinamiento en el Hogar de su parroquia. El Coordinador del Ministerio de Confinamiento en el Hogar de su parroquia organizará la visita del sacerdote (puede pedirle a usted que comunique la visita del sacerdote a la persona que solicita la visita).
- Cualquier inquietud que necesite discutir con el coordinador. Anote la fecha de contacto con el coordinador.

Fecha de fallecimiento (si corresponde) o terminación del servicio:

