***"Pastoral Care is…a Person Sharing the Person of God with another Person"***

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## Reaching Out: April 2, 2020

Dear Partners in Pastoral Care Ministry,

In the midst of these troubled times, I want to reach out to all who provide for the pastoral care needs of parish members. Supporting your beautiful work in all areas of pastoral care continues to be my top priority. With current limits on face-to-face contact, I offer relevant insights, practical applications to providing services, resources for sharing and prayerful encouragement. Please feel free to contact me with a phone message or an email. As Pope Francis recently reminded us: *"We have realized that we are on the same boat, all of us fragile and disoriented, but at the same time important and needed, all of us called to row together, each of us in need of comforting the other."* I am Sincerely Yours in Christ,

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## Resources:

- **Weekly ZOOM Meetings Tuesdays, 11:00-12:00.** I have partnered with Dcn. Tony Abts (Diaconate Director) and Jamie Whalen (Lay Leader Formation Director) to offer support for ministers in all areas of pastoral care. Participants may join an online meeting by phone or internet. It will be a time for support, sharing ideas, relating resources and Q & A. Feel free to email questions or concerns in advance. Meeting information:
  - ⇒ **To participate, email marmbrust@gbdioc.org to receive the Meeting ID:**
- **Online In-service for making Pastoral Care Calls during a Pandemic.** Many parishes are creating phone call ministries. Parish staff who are unable to perform their usual duties and parish members with new availability are being called to serve in this way during the present crisis. It is vital that persons who are new to pastoral care ministry receive orientation and resources. We are pulling together a training that would include basic pastoral care skills and provide specific resources for speaking with persons during this critical time: boundaries for phone visits, self-care for ministers and referral resources. Please email if interested.
- **Referral for Services—211 Wisconsin Network: 211wisconsin.communityos.org** For all needs, including mental health support, food, housing issues (full list on website). They may be reached **online, phone by dialing 211 or 877-947-2211** (available 24/7), **Text your zip code to 898211.** (hours vary by region), **Live chat** (Monday - Friday, 9:00am - 5:00pm).
- **Pray and Share the Litany Pope Francis prayed during 'Urbi et Orbi' blessing: https://aleteia.org/2020/03/29/pray-the-litany-pope-francis-prayed-during-urbi-et-orbi-blessing/**
- **Official Prayers and Church at Time of Death: http://www.usccb.org/prayer-and-worship/bereavement-and-funerals/prayers-for-death-and-dying.cfm**
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## Making Pastoral Care Calls

**1. Consider setting up reception of phone call requests to a single phone number at the parish.**

- Communicate the number to parish members through your bulletin.
- Create a team to retrieve and respond to requests. Provide orientation.

**2. Set boundaries on the purpose and the limits of what is being offered. Be accountable.**

- Pastoral Care visits, including those by phone, are done to connect someone who is suffering to the love of God through a personal encounter with the parish community. It is relational.
- Offer a compassionate, listening, prayerful presence. Make referrals for other needs.
- Always establish if it is a convenient time for the call receiver: in advance if possible.
- Limit calls in length to 20 minutes, no more than 2 times a week per person.
- Calls should be noted and kept in a secure central location by an administrator.
- All calls are confidential with the exception of indications of harm to self or others.
- Phoning minors is governed by Safe Environment boundaries.
- Begin call identifying self as part of a parish ministry to let receiver know that God cares and so does your parish family. We are in this together. Your call reflects on your parish and the Church.

**3. First Do No Harm.**

- The call is about the other person—keep that as your focus and let them decide topics. Refrain from talking about yourself, judgment, giving advise, problem-solving, or diminishing feelings.
- Fear manifests in variations of *Fight, Flight, Freeze*, depending on personality type. Anticipate.

**4. Skills for Effective Communication—Practice with Someone.**

- Pay close attention to your volume, rate of speech and tone of voice.
- Summarize and reflect back what they say using the feeling words they have used.
- Be open to silence to allow people to process feelings and form responses. Take a sacred pause before your responses for the same reason. Do not interrupt.
- Pray using a formal prayer of the Church, spontaneous prayer, or other appropriate prayers.
- If relevant, share techniques on de-escalation anxiety: Breath Prayers, 3-2-1 Sense Awareness.

**5. Be prepared: Spiritually, Emotionally, Physically, Mentally**

- <u>Only make calls if feeling well in all areas.</u>
- <u>Seek support for your own needs.</u>

# LITANY OF SUPPLICATIONS

## from Pope Francis' Extraordinary Urbi et Orbi

***R.*** **WE ADORE YOU, O LORD!**
True God and true man, truly present in the Holy Eucharist, *R.*
Our Savior, God with us, faithful and rich in mercy, *R.*
Our King, Lord of creation and of history, *R.*
You who are victorious over sin and death, *R.*
Friend of humanity, risen from the dead and seated at the right hand of the Father, *R.*

***R.*** **WE BELIEVE IN YOU, O LORD!**
Only begotten Son of the Father, who came down from heaven for our salvation, *R.*
Heavenly doctor, who lowered himself to our miseries, *R.*
Immolated Lamb, offered to redeem us from evil, *R.*
Good Shepherd, who gives his life for the flock whom he loves, *R.*
Living bread and medicine of immortality, who gives us eternal life, *R.*

***R.*** **DELIVER US, O LORD!**
From the power of Satan and the seductions of the world, *R.*
From pride and the arrogance of thinking that we can live without you, *R.*
From the deceit of fear and anguish, *R.*
From unbelief and despair, *R.*
From hardness of heart and the incapacity to love, *R.*

***R.*** **SAVE US, O LORD!**
From all the evils which afflict humanity, *R.*
From hunger, famine, and self-centerdness, *R.*
From sickness, epidemics, and fear of our fellowmen, *R.*
From devastating follies, from cruel interests, and violence, *R.*
From deception, from fake news, and from manipulation of consciences, *R.*

***R.*** **CONSOLE US, LORD!**
Behold your Church, crossing through a desert, *R.*
Behold humanity, terrified with fear and anguish, *R.*
Behold the sick and the dying, oppressed by loneliness, *R.*
Behold the doctors and health workers, experiencing exhaustion and fatigue, *R.*
Behold the politicians and civil leaders, who carry upon them the burden of decisions, *R.*

***R.*** **GRANT US YOUR SPIRIT, LORD!**
In hours of trials and of losses, *R.*
In times of temptation and weakness, *R.*
In the battle against evil and sin, *R.*
In the search for goodness and true joy, *R.*
In choosing to remain in You and in Your friendship, *R.*

***R.*** **OPEN US TO HOPE, LORD!**
When sin oppresses us, *R.*
When hatred closes our hearts, *R.*
When sorrow visits us, *R.*
When indifference weighs in on us, *R.*
When death annihilates us, *R.*

# MAKE ME AN INSTRUMENT OF YOUR HEALING

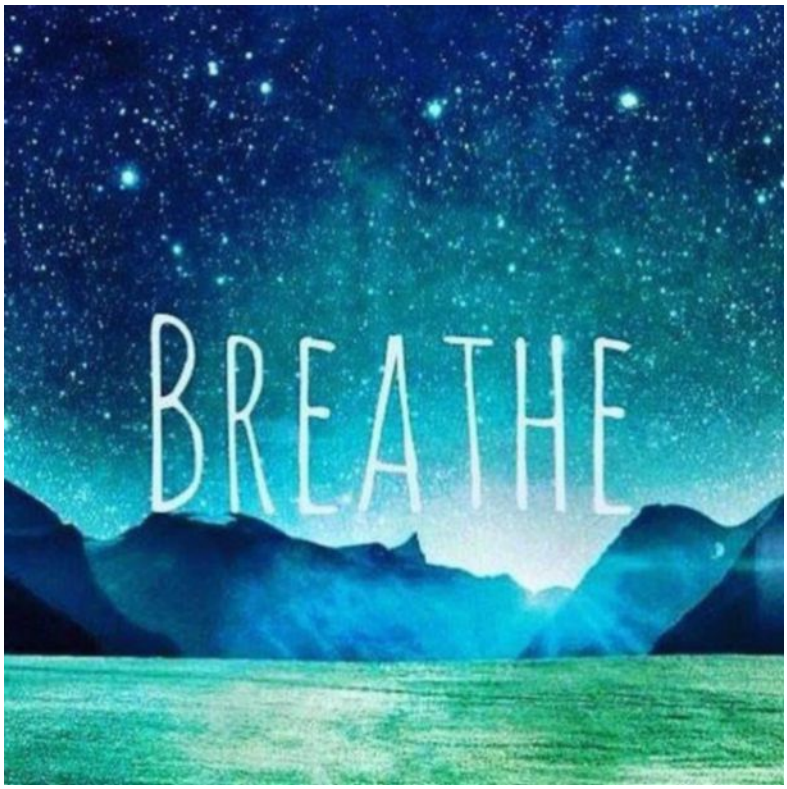
**Make Me an Instrument of Your Healing**

*inspired by and adapted from the Prayer of Saint Francis*

Lord, make me an instrument of your healing:
where there is disappointment in a test or procedure, make me into a comfort;
where there is confusion at a diagnosis or treatment, make me into clarity;
where there is illness of any kind, make me into care and comfort;
where there is anguish in death, make me into hope;
where there is joy in new life, let me be a multiplier of that joy;

O Great Physician, grant that I may not so much seek
to be served as to serve
to be praised as to praise
to be loved as to love.
For it is in giving that we receive,
it is in healing that we are healed,
and it is in dying that we are born to eternal life.
Amen.

ø The Catholic Health Association of the United States




**Four Breathing Prayers: each has words to pray as you breathe in, and one to pray as you exhale out. Repeat until a sense of peace and calm settles in.**

**1. The Jesus Prayer:**
- Breathe In: *Jesus, Son of God,*
- Exhale Out: *Have mercy on me, a sinner.*

**2. Trust in Divine Mercy Prayer**
- Breathe In: *Jesus,*
- Exhale Out: *I trust in You.*

**3. 12 Step Affirmation Prayer**
- Breathe In: *Let God,*
- Exhale Out: *Let go.*

**4. Scientific Prayer**
- Breathe In: *In with the good.*
- Exhale Out: *Out with the bad.*

**5. Time Tense Prayer**
- Breathe In: *The Present.*
- Breathe out: *The Past.*