Care Connect: What to Listen For During a Visit or Interaction

As you visit, call or deliver a meal, take time to listen and learn how Care Connect can best support the member. This should be a natural conversation, not an interview.

1. How are they doing? How are they feeling physically and emotionally? Are they encouraged, lonely, anxious or overwhelmed?

2. What do they need? Are there practical needs we could help with—meals, transportation, visits, prayer or other support?

3. How is their caregiver or family doing? Is a spouse, family member or other caregiver overwhelmed or in need of additional support?

4. What would help them feel connected? Would they appreciate additional visits, phone calls, cards or contact with friends from church?

5. Is there anything we should follow up on? Are there upcoming appointments, transitions or concerns that may create additional needs? What information are they comfortable having shared with the Care Team?

Remember: You are there primarily to listen, offer compassion and be present—not to solve every problem. After your interaction, share relevant observations, needs and follow-up requests with your Service Lead, respecting the member's privacy preferences.

Our goal is not simply to provide a service, but to understand the person so we can care for them more holistically.