Serving Through Care Connect

Care Connect offers eight areas of service, with flexible opportunities that allow volunteers to participate according to their interests, abilities and availability.

We believe that **serving others is often as much a blessing to the volunteer as it is to the person receiving care.**

The program is supported by four Care Coordinators and volunteer Service Leads who work together to connect members with appropriate care.

Care Coordinators

- Diane Brooks
- Pam Bush
- Janet Bustin
- Brooke Messer

Service Lead: Phil Bush & Marshall Hodge

Transportation Ministry

Help eligible members attend medical appointments and treatments by providing safe, dependable transportation in accordance with ministry guidelines.

Description of Service

The Transportation Assistance Ministry helps church members overcome transportation barriers that may prevent them from accessing medical care. The ministry seeks to provide compassionate support and practical guidance that enable members to receive necessary healthcare services while maintaining dignity, independence, and well-being.

Medical care may include physician appointments, specialist visits, diagnostic testing, laboratory services, treatment appointments, rehabilitation services, and other healthcare-related needs.

At this time, this offering is limited to church members who are ambulatory.

How the Service Will Be Delivered

Members seeking assistance will be referred through the Congregational Care Ministry and participate in an intake process designed to assess transportation needs and identify appropriate support options.

The process may include:

- Receiving a request for transportation assistance
- Assessing the member's transportation challenges, mobility needs, and available support systems
- Determining whether family members, friends, caregivers, or community resources are available
- Coordinating with congregational care staff or volunteers when additional support is needed
- Referring members to other church ministries when appropriate

Should direct volunteer transportation ever be offered, additional screening, intake procedures, volunteer qualifications, insurance review, and liability protections would be required before implementation.

Qualifications and Expertise for Volunteers

Volunteers serving in this ministry should possess strong organizational skills, patience, compassion, and a desire to help members navigate practical challenges. The primary role of volunteers is to give rides as friends and fellow church members, rather than providing medical or professional guidance.

Desired qualifications include:

- Compassionate and service-oriented attitude
- Strong communication and problem-solving skills
- Ability to maintain confidentiality

Additional training may include:

- Picking up and taking fellow church members to facilities
- Having a procedural checklist which identifies necessary information accompanying a patient
- Recognizing situations that require referral to clergy, family members, or care coordinators
- Understanding ministry boundaries and liability considerations

- Reporting on the care and needs of the fellow church member/patient after the ride is provided within a day's time to church staff and the Service Line Leader