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: Carmen Emery

Prayer Ministry

Provide personal connection, companionship and spiritual encouragement to members who are unable to attend church regularly.

Description of Service:

The Prayer Request Ministry provides a caring, compassionate and confidential way for individuals to share prayer concerns with the church community. Through multiple submission options, members and guests, and members of the local community can request prayers for themselves, family members, friends, or others in need. The ministry seeks to ensure that every request is received with care, prayed over faithfully, and connected to additional support when appropriate.

Prayer requests may be submitted through:

- Prayer request cards located in worship spaces, the Information Center, and Weekday School areas
- QR codes printed in church bulletins and other communications
- The church website
- A dedicated email address (e.g., PrayerRequest@upumc.org)
- Digital displays in gathering areas featuring "How Can We Pray for You?" with QR code and email information
- Phone requests, including voicemail instructions for submitting prayer concerns

All submission formats should include:

- Name, email, and phone number
- Prayer need or request
- Relationship to the person needing prayer (self, family member, friend, or other)
- Contact information for the individual in need, when appropriate. The individual can remain "Anonymous" but they must submit their name, etc. for tracking purposes and so we can contact the individual to follow up.
- Privacy preference:
    - Church-wide prayer list
    - Confidential lay-led prayer list
    - Confidential pastor/staff prayer list
- Desired prayer duration:
    - Urgent request
    - One week
    - One month
    - Six months
    - One year
- Request for follow-up contact from:
    - Prayer volunteer
    - Pastor or staff member(do they want a call or visit?)

How the Service Will Be Delivered

Prayer requests will be received through multiple channels and routed through a designated coordinator to ensure confidentiality and timely response. Requests will be distributed according to the submitter's selected privacy preference and shared only with those authorized to pray or provide care.

A designated staff member or trained lay leader will:

- Receive and distribute prayer requests
- Review requests regularly
- Update prayer lists on a weekly basis -this may require a phone call to the person for updates. How are they doing, if they have new needs or new prayer requests.

- Identify requests that may require additional pastoral care. This is a critical component. This may require a visit to see if they would like someone to sit with them or for a pastor to reach out by phone and other services like the Meal Ministry can be mentioned.

A confidential prayer team will faithfully pray for submitted concerns throughout the week. In addition, clergy and prayer volunteers may gather in the chapel following worship services and at designated times during the week to pray over requests, including the Tuesday morning service open to membership.