



Creative Care

How our chaplains continue to provide exceptional care.





### **DEALING WITH STRESS/ANXIETY**



## **CHAPLAIN CARE OVER TV**



Chaplains conducting a Service remotely on TV monitor.

### PRAYER COVERAGE **DURING RESTRICTED ACCESS**

Marshalltown, Iowa: Nobody told the chaplain to go to a company parking lot and begin praying for the employees inside. The company owner was so impressed. He took this photo and sent it to us. That is what our chaplains are doing these days. They love the employees we serve. They are thinking of every way possible to show love and care. And then they do it. While a Stay-at-Home order has restrictions, it cannot keep chaplains like this from doing what God is calling them to do.



## SIDEWALK CHALK **MESSAGE!**







### 8 BEST PRACTICES FOR VIRTUAL CARE

### Provide Follow-up

Follow-up should be timely. If an employee leaves a message by email, phone or text, they are expecting a call back - the same day. Remember to keep track of your conversations and when you left voicemails, whether using an Excel spreadsheet or app. Where They Are,

Technology Wise While most employees prefer speaking directly to a chaplain by phone, others may choose video conferencing apps as a viable option. Identify their preferred type of virtual visit (e.g. FaceTime, Google Duo), and schedule your visits accordingly.

#### Share Helpful Resources

6.

Meet the

**Employee** 

Ask permission to offer digital resources relevant to your employee's need. (MyChap App, Care Partner App, MChap digital resources)

#### Be an Active Listener

visit. Imagine yourself their cubicle or regular location. listener - slow to speak and quick to encourage.

5.

### Pray, Pray, Pray!

Pray for your employee before you call them, while talking with them, and after you end the call. Pray for them as you as you send it.

2.

#### **Chaplain Supervisor** Will Reach Out to **Company Leaders**

Chaplain Supervisors will reach out to company leaders/HR and request contact information for their work-from-home employees during this time, and then provide information to their Chaplain/Care Partners for continued care.

#### Supervisor Will Obtain 3. Permission Before You Call

When company leaders/HR do not provide contact information, they often provide an email address list. Email the employee, using the email script to request phone number.

#### Remember the Details

Details are everything! Before calling your employee, review your notes for details (e.g. prayer requests, resources emailed, conversations) from your last virtual site visit.

4.

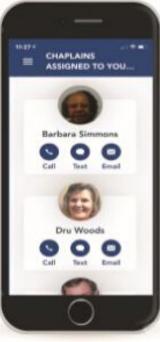


# ACCESS TO YOUR CHAPLAIN CARE TEAM THROUGH THE MYCHAP APP!



MyChap App is a smartphone app that enables employees of companies served by Senior Living Chaplains to have immediate and easy access to their assigned Chaplain Care Team. Users simply download the app for free from the app store, enter their Company ID # (provided by their company HR department), and will gain access to interface with their chaplains via phone, text, email or personalized request for an appointment or resources through the "Connect" form. Online, topical resources are also available through MyChap for users to browse.









### LOGIN

Each company location has a distinct number. The company ID will be there the next time you open MyChap App but can be over-keyed with different

### CONNECT

The current list of chaplains will be displayed along with contact information for each chaplain assigned there. The employee will select his or her chaplain to call, text, or email.

### **ACCESS** RESOURCES

The Connect Care Newsletter, as well as additional online, topical resources are available through MyChap for users to browse.

Available **FREE** in the App Store





