

Pastoral Care during social isolation

Three levels of approach:

1. Groups

From our online presence we direct everyone to join an online group. Groups meet weekly or fortnightly for 40mins on Zoom, or on another platform should they wish.

2. Pastoral Calls

Our pastoral team will regularly call those who meet any of the following:

- in self isolation
- unwell
- over 70
- already experiencing a learning or mental health difficulty
- are pregnant or have a new born child
- have no access to the internet

In the first phase of calls the team will establish who needs regularly calling and who is well supported already and will need less regular calls. If at any point you become aware someone is in one of those categories email pastoralcare@renewalcc.com.

3. Further Support

If people require further support, either practical or emotional beyond a group or a pastoral call then email pastoralcare@renewalcc.com. Please give as much information as possible as to what is needed/being requested.

Practical

There is now a shopping and dropping team. If people need things picking up for them and dropping to their homes, we have a team that can facilitate that. Helping Hands is also in full operation during this time, and the Relief Fund is open for applications.

Emotional support

We have a wellness team who can make phone calls to those who need some support to maintain their mental and emotional wellbeing during this time. If people need more ongoing support, listening service team can offer telephone appointments.

Appendices

Please read the relevant documents for your team as listed below:

Pastoral Calls team

Who might need a wellness chat?
Risk Awareness document
Pastoral calls guidance

Wellness calls team

Who might need a wellness chat?
How to complete a wellness chat
Wellness plan for social distancing
Risk Awareness document

Practical team

Practical team guidance
Guidelines when receiving practical support
Who might need a wellness chat?
Risk Awareness document

Connect group leaders

Who might need a wellness chat?
Zoom guide
How to run a good group online
Risk awareness document