

Playbook – Central

CARE RESPONSE TEAM



Welcome to the Care Team!

We are so happy to have you be part of this family.

The purpose of the Care Response Team is to serve those in the VOUS Church community by addressing their needs in the event of a physical, financial, emotional, or spiritual crisis. A celebratory event is also a time to surround an individual or family with support and love.

Crew Leaders and Team Leaders should be prepared to respond to situations within crews and teams.

In the event of:

- Surgery
- Hospitalization
- Loss
- Birth

We provide:

- Prayer
- Health and Wellness Visits
- Crisis Support
- Pastoral Care
- Meals and other resources (following major life events)

VOUS Care Response Team members will be prepared to respond to situations that come in through Care Team Request Forms. VOUS Care Response Team members will work with Crew Leaders and Team Leaders to support individuals.

Team Leaders

[Name & Phone Number]

[Name & Phone Number]



IF YOU'RE TOO BIG TO SERVE
THEN YOU ARE TOO SMALL TO LEAD

Dear Friend,

Welcome to the VOUS Church Family!

We are honored that you have expressed interest in being a part of the team. We truly believe that when we push aside our personal preferences to serve the local church the world can be forever changed by the love of Jesus. We are called to serve like Jesus did and it is an honor to be a part of the story He is telling throughout history. We make no apologies for being over the top thrilled to pour out our very lives to share the message of Hope found in Him.

We love the way Romans 12 states it:

“So here’s what I want you to do, God helping you: Take your everyday, ordinary life—your sleeping, eating, going-to-work, and walking-around life—and place it before God as an offering. Embracing what God does for you is the best thing you can do for him. Don’t become so well-adjusted to your culture that you fit into it without even thinking. Instead, fix your attention on God. You’ll be changed from the inside out. Readily recognize what he wants from you, and quickly respond to it. Unlike the culture around you, always dragging you down to its level of immaturity, God brings the best out of you, develops well-formed maturity in you.”

We believe as we fix our eyes on Jesus even the most ordinary tasks become worship to our God! He takes our daily lives and flows His love through all we do! This manual has been created to help you with any questions you might have and to instruct you in some of our procedures and responsibilities. Don’t hesitate to reach out if you have any questions. We want you to know that we are thankful for you - welcome to the family!

The best is YET to come!



Rich & DawnChéré Wilkerson

Lead Pastors, VOUS Church



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VOUS Mission

To bring people that are far from God close to Him.

VOUS Values

Jesus: Is Our Message

The purpose of VOUS Church is to share the hope of Jesus. Jesus is our message. We are Jesus people, not religious people. Methods will come and go, yet our message will remain the same.

People: Are Our Heart

Our heart is for ALL people. All people are loved by Jesus. We make no apologies for being specifically focused on reaching those far away from God. We desire to bring the broken home at all costs. We believe that our light is best seen in the night.

Generosity: Is Our Privilege

Generosity is about giving more than what is required. We see generosity as a privilege. We're generous with our time, talents and treasure. We go first in our giving. God has given richly towards us, it's our honor to give back to Him.

Excellence: Is Our Spirit

We are going to always do the best with what we have. We're on time, engaged and prepared. We don't do things halfway. If we're gonna do it, it's to the best of our ability.

Servant Leadership: Is Our Identity

If you're too big to serve then you are too small to lead. We believe the greatest leadership is service to others. Every leader is a servant first. From the parking lot to the pulpit, everyone serves. Every role is different but they are all important. If you ain't helping, you ain't helping!

Honor: Is Our Calling

We are vocal with our honor, meaning we are not stingy with our words. We submit to leadership and are thankful for spiritual authority. We choose joyfully to submit to those God has placed over us. We honor and care for those God has placed under us.

Passion: Is Our Pursuit

Everything we do, we do it with passion. From our worship to our service we do it with Holy Spirit Energy. Passion drives us. Passion for Jesus. Passion for people. Passion for His church.



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VOUS HOUSEKEEPING

Opportunity, Responsibility, Accountability

Luke 12:48 MSG

"From everyone who has been given much, much will be demanded; and from the one who has been entrusted with much, much more will be asked."

Great gifts mean great responsibilities; greater gifts mean greater responsibilities!

At VOUS, we are committed to knowing what we are doing, but also being aware of what we're not doing. Both are crucial!

We have ONE vision at VOUS: to bring people that are far from God, close to God. Division begins when there are two different visions happening. We don't want to do a bunch of good ideas, we want to do a few God ideas.

Here is what we focus on as Servant Leaders of VOUS Church:

We Think Like A Leader

- Leaders are always thinking about involving people
- The tasks we are responsible for are not just about the work. They are a way to involve and minister to people
- We are called to maximize what is around us and what is given to us

We Build Team

- We are a Servant Leader lead organization
- We should always be at a point where we need more people
- People's investment heightens with their involvement

We Understand Our Culture

- We're committed to and promote our ministry model
- VOUS Church is not a game of "pick up" sports. We are a real team with real plays.
- There are 2 forms of ministry at VOUS Church - TEAMS and CREWS.



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- Some things we need to know about Teams
 1. We don't start teams without approval
 2. We don't do a Team meeting without approval. It's not about control, we're just trying to run the plays that have been designed.
 3. Changing language always needs approval
- Some things we need to know about Crews
 1. People can't start a crew without approval
 2. People can't do whatever they want in their Crew
 3. Crews and their leaders need to be connected to church

Communicate, Enforce and Represent our Position

- If we want people to flourish, we have to focus on these things
- We have a choice - we can choose to withdrawal from or deposit to



SCHEDULING

For Sundays, every month, requests will be sent for you to serve at the ILMC tent as a Care Team representative. We will answer questions about upcoming ILMC events, pray with people, and assist with filling out the Care Response form, if needed.

Every month, we will request for non-available days. These are days where we will respect your request and not contact you. Since this is a case by case matter, this is the best way to honor everyone's time.

COMMUNICATION

Please always be proactive in communicating. If you are unable to serve a case when you are scheduled, be sure to first notify your team leaders and then communicate with the team through the designated group chat to find someone that can cover your case. Please be sure to communicate with the team as soon as you find out you cannot serve.

ROLES AND RESPONSIBILITIES

Sunday Mornings: We will serve at the ILMC tent as a Care Team representative. We will answer questions about upcoming ILMC events, pray with people, and assist with filling out the Care Response form, if needed.

Care Response Team: The servant leader may be asked to ensure that a care request is fulfilled by a team leader/ crew leader. This involves reading the request, determining which leader will respond to the request, and then resourcing that particular leader to do so appropriately. The servant leader will also agree to attend a Care Response Team training at least *once* per SZN. Responsible for communicating with the individual on behalf of Vous Care as well as being in constant communication with the crew leaders and team Leaders. Responsible for keeping VOUS Care Response Team Leaders in the loop and working together with Care Team Leads on follow ups, counsel, resources and support. They will also do visits and prayer phone calls.

GIFTS

The Care Response Team Leader is responsible for sending a gift and handwritten card based on the life event. Gifts are kept in a bin at the A-Team area of each service location and at HQ.

For Births : VOUSBorn box and card

For Marriage : A book and card

For Deaths : Sympathy card (and Flower on approval)

For Hospitalization : Soap Journal and card

GUIDELINES

In any visit or encounter, the following guidelines apply:

- Prepare — Before visit, find out if there is anything the individual or family needs. Gather all possible information.
- Whenever possible, two people should visit an individual together. However, there may be a situation where only one servant leader is able to visit.
- Prayer — Pray before going into the visit. During the visit please pray for the person and family in need.
- Give an account — Communicate and send updates to your team/crew leader before and immediately after the visit.
- Follow up — Send a text or call the individual letting them know you will continue to pray.*

**If this is an extended hospital stay be sure to schedule another visit and rotation between you/ team/crew.*

How To Respond:

1. Hospital Visits - Upon visiting someone at a hospital, please remember the following:

- Bring your photo ID — Most hospitals will require you to show identification and may take your picture to grant you entrance.
- Know the name and room number of the person you are visiting.
- Communicate and send updates.
- Follow-up — Depending on the situation, send a follow-up text or call to the individual or family visited. We also want to be intentional about following up with home visits once the individual is discharged from the hospital. Try to get information about when / where they may be discharged.

2. Home Visits - A home visit may include a meal delivery or a prayer visit.



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- Make sure someone is home! Have confirmation of this before going to the person's house.
- Even if you are simply dropping off a meal, please be sure to ask the person at home if you can pray with them.
- Do not go inside the house unless invited or if a home visit was requested.
- For meal delivery- Find out what kinds of food the individual or family is able to eat (some people may have allergies).
- Communicate with your team/crew leader and send updates when leaving the home.

