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ONE CHURCH CARE HANDBOOK

“The proper aim of giving is to put the recipient in a state where he no longer needs our gift”

C.S. Lewis

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INTRODUCTION TO CARE TEAM

Welcome to the One Church Care Team! Your commitment to serve on the One Church Care Team speaks of your love for Christ, His Church and The One Church Family. The One Church Care Department serves as a ministry that is submitted to the spiritual authority and guidance of The Lead Pastor and Leadership team of One Church. Therefore the ministry of the One Church Care Department is committed to carrying out the mission of One Church. The strength of our ministry rests in the power and knowledge of the Wonderful Counselor, the Holy Spirit, as He works in and through our lives according to His Word.

The Mission of One Church

Simply stated One Church's mission is *to ignite a movement to reach a disconnected culture*. One Church has created a culture and philosophy of ministry geared to fulfilling its mission. The One Church Care team functions to further communicate and emulate One Church's culture and mission through the Care Department.

The Culture Of One Church

The Culture of an organization can be identified by the set of shared attitudes, values, goals, and practices that characterizes its institutional community. At One Church the cultural behaviors that are woven into the fabric of its DNA is communicated by the following qualities. The first quality is **Selfless Generosity** that views *"your baby is my baby."* Because we are family, sharing is what healthy families do. The second value is **Genuine Affirmation** that is authentically communicated by when we see someone's Godly character revealed through gracious behavior we acknowledge it and affirm them by saying words of affirmation to them and others. The third quality, **Honest Evaluation**, is welcomed. We offer feedback in a spirit of love and we receive it with humility which releases a superpower of un-offendability. Iron sharpens iron and the truth spoken in love increases our effectiveness as a team. The fourth quality, **Missional Commitment**, is illustrated by the phrase; *One Church is a battleship not a cruise ship*. We are committed to the Great Commission and everyone is asked to lend their sword to the fight.

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The Core Values of One Church

There are Six Core Values One Church emphasizes and The One Church Care Department embraces them as well. The first core value is **ADVENTURE**. The Christian life should be an exhilarating quest...a fulfilling adventure. Taking calculated, spirit-led risk is, and always will be, a part of our DNA. One Church Care joins this exciting adventure as we venture into the joys and sorrows of the One Church Family.

ALIGNMENT is the second core value which simply means everyone pulling in the same direction. Disunity causes confusion, wastes energy, and limits effectiveness. Our goal is for The ONE CHURCH Care department to be unified as a team but also aligned with God's purpose for One Church. **CHANGE** is the third Core Value of One Church. Healthy things grow, and growing things change so openness to change is deeply ingrained in our identity and philosophy. One Church Care Department is not resistant to change but welcomes it with an open heart and is flexible as culture evolves and our church grows.

One Church may alter the methods, but we will never change the message. God has called us to be a movement, not a monument. **COLLABORATION** is the fourth core value of One Church. ONE CHURCH is all about building bridges with other believers,

churches, and our community to make an eternal difference. Therefore, One Church Care will work collaboratively with other departments at One Church as well as other Churches in the greater Columbus community. It's time for the body of Christ to work together. **INVOLVEMENT** is the fifth core value of ONE CHURCH. Christ did not create His Church to be a spectator sport where the fans gather and just sit and watch. Every member of Christ's Church is crafted with a purpose that uses their passions, abilities, and experiences for a specific role in the kingdom of God. One Church Care enthusiastically embraces the biblical principle that all Christians are members of the Priesthood of the Believers. Therefore there is always room for one more to join the Care Team. **MULTIPLICATION** is the sixth core value of One Church. One Church will always be a church that is focused on Igniting a movement through multiplication by reproducing leaders, planting churches, and spreading the gospel. One Church Care is committed to reproducing leaders and expanding the care ministry by increasing care services through One Church.

The Mission and Ministry of the One Church Care Department

Just as One Church has a mission and philosophy of ministry, the One Church Care Department does as well. **Our mission is "to be the heart" of One Church by providing living hope and loving care to those who desire spiritual, emotional, financial or**

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relational support in times of sorrow and celebration. In 1 Cor. 12 the Bible compares the members and ministry of Christ's Church to a physical body. In the natural a physical body is composed of many organs and the Apostle Paul uses it as a physical picture of the spiritual ministry of the many members who makes up Christ's body. In the natural body each organ has a purpose and as it functions a healthy person is able to fulfill its reason for existing. So it is with a spiritual body the Apostle Paul calls the Church. As each member fulfills its purpose in serving Christ's Church it functions as a healthy spiritual body. **The spiritual function the One Church Care Department performs can be compared to the physical heart.** The physical heart is an organ that keeps the body alive by pumping the life blood to all of the other members of the body in order for the entire body to function. This is what the Care team does for Christ's body at One Church. From the cradle to the grave the One Church Care Team supplies spiritual life to the Body of One Church. **The Care team is involved and celebrates when babies are born and are engaged when a member of One Church or a family member experiences death.** By visiting those who are in the hospital, preparing couples with Premarital Coaching , providing food and financial assistance as well as other acts of love we provide spiritual health to the members of One Church. **The members of One Church gather to celebrate in worship on Sunday but leave to "do life" Monday through Saturday. One Church Care is there when someone needs support throughout the week.** We offer ministry support in the areas of spiritual guidance, prayer, grief, physical illness, struggles with faith, marriage and parenting, youth issues and financial need. **We provide these services from a Christ-centered perspective. The strength of our ministry rests in the power and knowledge of the Wonderful Counselor, the Holy Spirit as He works in and through our lives according to God's Word.**

The Medical Model is Our Model

The medical community is a beautiful model of how One Church Care functions.

When a physical or mental problem rises, the medical community is ready with competent and compassionate servants who provide their skill and experience to assist the one who is suffering. **Doctors, nurses, specialists, technicians and other medical servants work as a team in their area of expertise to bring the hurting to healing. One Church is also a healing community committed to providing the best care we can to those who seek spiritual, emotional and relational support.** Thank you for committing to be a member of the healing team who serve to help the broken hearted as well as to provide assistance when other needs arise.

Excellence, The One Church Care Standard

Serving on the One Church Care team is an honor and requires a commitment to excellence. By serving on the Care team we not only represent the Pastoral team but more importantly Christ Jesus. The high level of trust that comes with the privilege of serving requires a life that is above reproach. Our walk with Christ and witness for Christ is demonstrated in our attitude, behavior, and willingness to work with others as a team. In the same way the medical community requires a high standard for its practitioners and practices, One Church Care does as well. There is an expectation and assumption all who serves on the Care team, regardless of role and responsibilities, will adhere to the standard of excellence that is required of a representative of Christ and One Church. The standard is outlined in the qualifications and requirements listed in each particular area of ministry of the Care Manual.

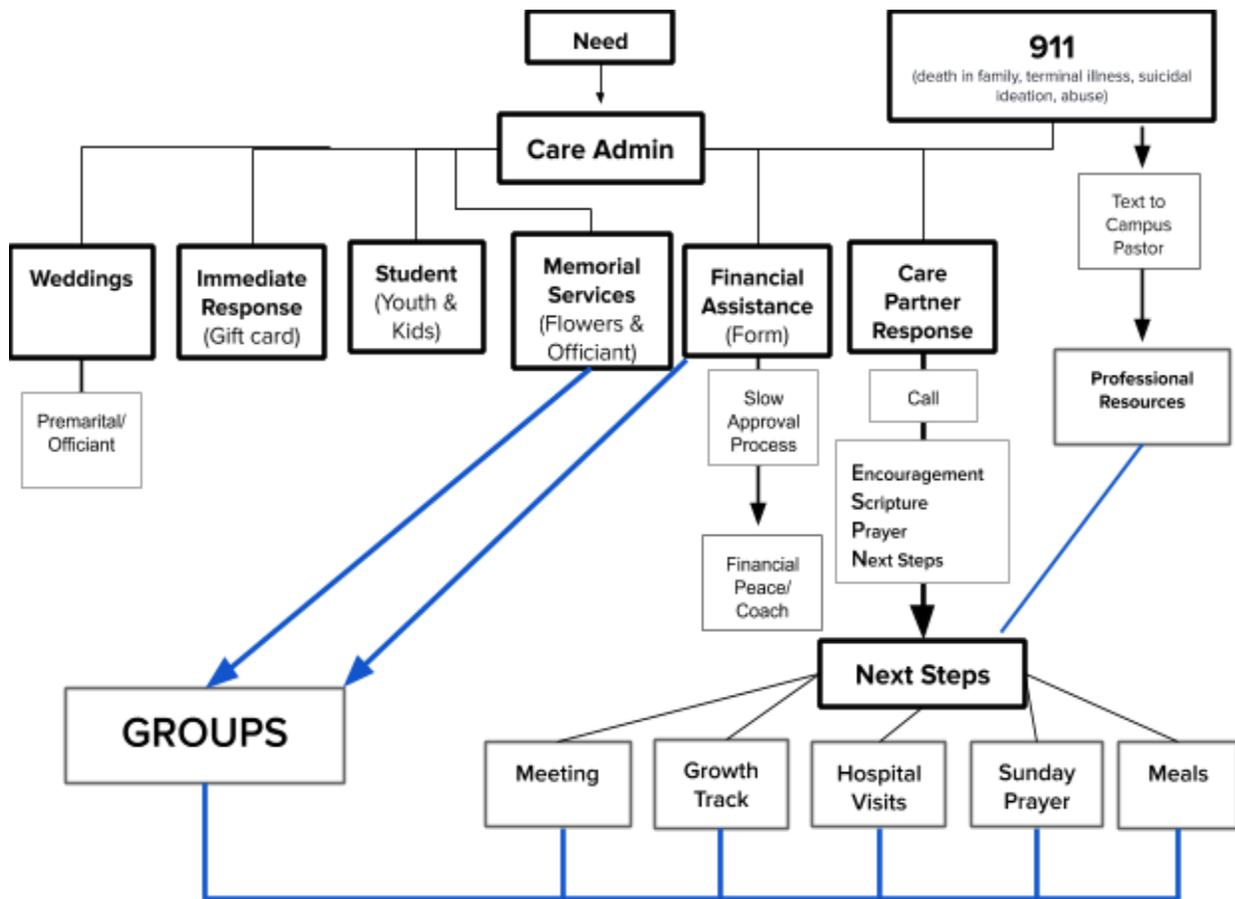
CARE PROCESS

The care process is driven first by the need. The need arrives by voicemail, text (our main line: (614.407.4115) or ideally through the form online. This content would then trigger the Care Admin to send to the team leader in that particular area, based on that need. Then, dependent on which area it is sent to it would follow the response process. They are as follows:

- **Care Partner Response Team:** This is the heart and soul of the care team. When a care need comes in that does not fit the other more tangible needs (listed in the other areas of the process) it would be sent to the Care Partner Coordinator. The Care Partner Coordinator would then assign it to a male or female (in order) as the need comes in via Asana. Then, the Care Partner will call (or meet with) the person in need and lead them through E.S.P.N. (Empathy, Scripture, Pray & Next Steps). Here's an example of a need and the response: "I am lonely"
 - Empathy: I hear you, it is so hard to feel alone. Know that you are not alone, we are here with you as a church family to support you.
 - Scripture: God is near to the brokenhearted and lowly in spirit. So, even when you feel alone, you're not. God is with you and He loves you.
 - Pray: Would you mind if I prayed with you?
 - Next Steps: You should check out some of our groups. Can I help you find one? Let me explain how.
 - THEN LOOP CLOSED.
- **Student:** When a need that comes in that is from or about a child or teenager from the age 0 - 18 it would be sent to the Next Generation Director and Youth Pastor.
- **Financial Assistance:** Send them the form to fill out which would trigger the Financial Assistance Squad Leader to vet and lead through next steps.
- **Meal Train**
- **Hospital Visit:** Send to hospital visitation team to schedule a time to visit and report on how it went.
- **Wedding:** Send to pre-marital / wedding team to schedule a coach and an officiant
- **Funeral:** Send to funeral team to schedule an officiant and send flowers
- **911:** When a need comes in that is either a terminal illness, death in the family, suicidal ideation or abuse.

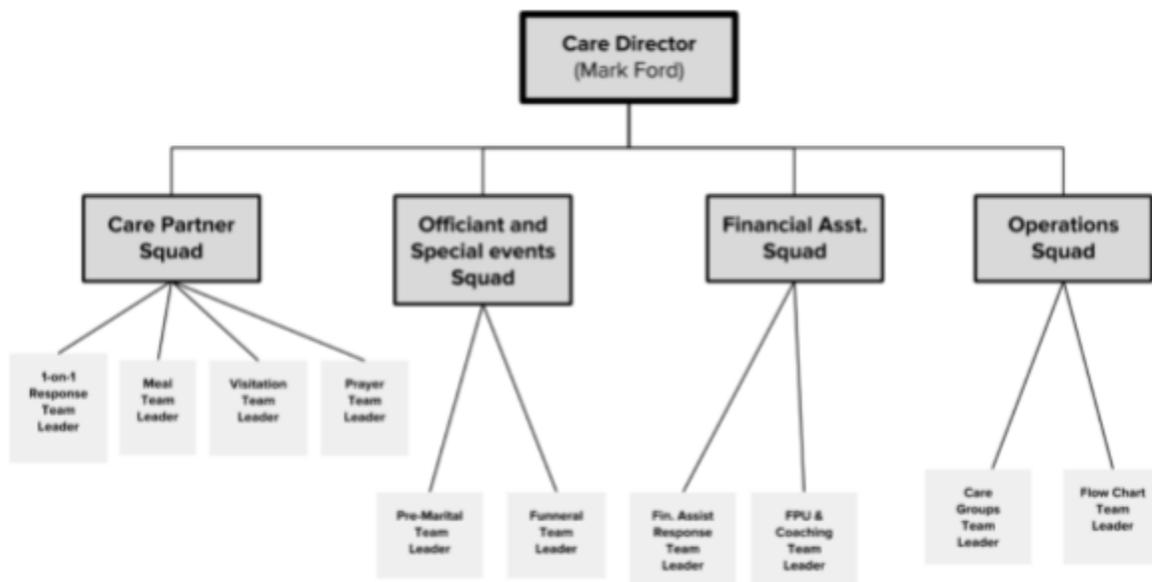
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- **Immediate Response:** Text Campus Pastor or Care Director to respond immediately. This includes people with suicidal ideations, terminal illness or death in the family.



CARE DIRECTIONAL LEADERSHIP TEAM: ORGANIZATIONAL CHART

The One Church Care Department is given oversight by The Care Directional Leadership Team. This Leadership team guides The One Church Care Team through an appointed coordinated team in each area of Care. The following is a flowchart that illustrates how the relationship of each part is connected to the whole.



CARE DIRECTIONAL LEADERSHIP TEAM: ROLES AND RESPONSIBILITIES

One Church Care Director

Position Title: One Church Care Director

Department: Care

Purpose of Position: To recruit, train, and oversee coordinators and Servant Leaders in the Pastoral Care Ministry.

Spiritual Qualifications: The Pastoral Care Director will foster and deepen their own relationship with Christ through the following ways.

- Be in the Word of God on a regular basis for spiritual nourishment
- Be in close communion with God through prayer
- Follow the commands of God's Word as an example with Godly Character, servant leadership, positive attitude, and faithful participator in the Community Life of One Church, support Pastoral Leadership generous giver of time, talent and treasure.

Responsibilities:

- To lead the Directional Leadership Team meetings.
- To give general oversight and Leadership to the vision, mission, Directional Leadership Team, area coordinators and all who serve under the umbrella of The One Church Care Department.
- To keep the Senior Leadership Team Informed of Care needs, progress and suggested recommendations for improvement.
- To cast vision, supervision, evaluation and motivation to the coordinators under the Care Ministry so as to improve and expand the different areas of care.
- Assigning care responsibilities to the staff when needed

Key Relationships: Campus Pastor of Gahanna Campus, One Church Care Directional Leadership Team, Care Coordinators and Groups Director

Accountable To: The Gahanna Campus Pastor One Church

Selection: The Pastor of One Church Care is appointed by the One Church Gahanna Campus Pastor

Compensation: The One Church Care Director will serve as a Servant Leader

One Church Care Operations Squad Leader

Position Title: One Church Care Operations Squad Leader

Department: Care

Purpose of Position: To give oversight to the One Church Care Process and all other care related operational functions such as communications/information flow and organizational/administrative structure.

Spiritual Qualifications: The One Church Care Operations Squad Leader will foster and deepen their own relationship with Christ through the following ways.

- Be in the Word of God on a regular basis for spiritual nourishment
- Be in close communion with God through prayer
- Follow the commands of God's Word as an example with Godly Character, servant leadership, positive attitude, and faithful participator in the Community Life of One Church, support Pastoral Leadership generous giver of time, talent and treasure.

Responsibilities:

- Is a member of the Directional Leadership Team.
- Is responsible for giving functional direction to the design, development and deployment of each area in the care process.
- To keep the DLT Informed of operational needs, progress and suggested recommendations for improvement.
- To work closely with the coordinators under the Care Ministry so as to troubleshooting and problem solving operational issues related to the different areas of care.
- To assist with the evaluation of the different areas under the Care Ministry so as to improve and expand the different areas of care.
- To lead the training process for the use of Asana for the purpose of information, communication and connection.
- To recommend organizational, administrative and operational adjustments needed to enhance the quality and quantity of One Church Care.

Key Relationships: Campus Pastor of Gahanna Campus, DLT, One Church Care Director and Groups Director

Accountable To: One Church Care Director

Selection: The Operations Director of One Church Care is appointed by the One Church Gahanna Campus Pastor in consultation with One Church Care Director

Compensation: The One Church Care Operations Squad Leader will serve as a Servant Leader

One Church Care Team Administrator

Position Title: One Church Care Team Administrator

Department: One Church Care

Purpose of Position: To lead and give oversight to the administrative detail for The One Church Care Department.

Spiritual Qualifications: The One Church Care Team Administrator will foster and deepen their own relationship with Christ through the following ways.

- Be in the Word of God on a regular basis for spiritual nourishment
- Be in close communion with God through prayer
- Follow the commands of God's Word as an example with Godly Character, servant leadership, positive attitude, and faithful participator in the Community Life of One Church, support Pastoral Leadership generous giver of time, talent and treasure.

Responsibilities:

- To receive the care requests and to assign them according to the One Church Care process in each area of the care ministry.
- To work closely with the Directional Leadership Team and One Church Care Director as to assignments and process.
- Administrative support and guidance to the entire care department and its leaders

Time Commitment: 20 hours a week

Key Relationships: Campus Pastor of Gahanna Campus, DLT, and One Church Care Director.

Accountable To: One Church Pastor of Gahanna Campus

Selection: The One Church Care Administrator is appointed by the One Church Gahanna Campus Pastor in consultation with One Church Care Director

Compensation: The One Church Care Administrator will be a paid position.

One Church Care Financial Assistance Squad Leader

Position Title: One Church Care Financial Assistance Squad Leader

Department: One Church Care

Purpose of Position: To lead and give oversight to the financial assistance ministry of One Church.

Spiritual Qualifications: The One Church Care Financial Assistance Squad Leader will foster and deepen their own relationship with Christ through the following ways.

- Be in the Word of God on a regular basis for spiritual nourishment
- Be in close communion with God through prayer
- Follow the commands of God's Word as an example with Godly Character, servant leadership, positive attitude, and faithful participator in the Community Life of One Church, support Pastoral Leadership generous giver of time, talent and treasure.

Responsibilities:

- To give oversight to the Financial Assistance Process Ministry of One Church.
- To lead a team who evaluate requests for financial assistance to make recommendations to the One Church Campus Pastors on how (if at all) One Church Financial Assistance would like to respond.
- Is a member of the Directional Leadership Team and attends DLT meetings.

Key Relationships: Campus Pastors, DLT, and Once Church Care Director.

Accountable To: One Church Care Director

Recruitment/Selection: The Financial Assistance Squad Leader of One Church Care is appointed by the One Church Gahanna Campus Pastor in consultation with One Church Care Director

Compensation: The One Church Care Financial Assistance Squad Leader will serve as a Servant Leader.

One Church Care Ministry Squad Leader

(This section defines the category of roles, not a specific individual role)

Position Title: One Church Care Ministry Coordinator

Department: One Church Care

Purpose of Position: To lead and give oversight to the area of Care ministry they have agreed to coordinate

Spiritual Qualifications: The One Church Care Ministry Coordinator will foster and deepen their own relationship with Christ through the following ways.

- Be in the Word of God on a regular basis for spiritual nourishment
- Be in close communion with God through prayer
- Follow the commands of God's Word as an example with Godly Character, servant leadership, positive attitude, and faithful participator in the Community Life of One Church, support Pastoral Leadership generous giver of time, talent and treasure.

Roles: The One Church Care Department structure include Coordinators who oversee One-On-One Counseling, Pre-Marital Coaching/Weddings, Funerals, Financial Assistance, Prayer, Care Groups, Meal Train, One-on-One, and Hospital Visitation.

Responsibilities:

- To oversee a leadership team who monitors the operations process of their specific area of care ministry.
- Carries out the process recruitment, selection, training and on-boarding of ministry partners.
- Helps establish a ministry strategy with goals and outcomes that will measure the quality and quantity of ministry impact.
- Provides spiritual leadership and care for ministry partners in their specific area of care.

Key Relationships: One Church Care Director, other ministry coordinators and ministry partners.

Accountable To: One Church Care Director

Recruitment/Selection: The Care Ministry Coordinator of One Church Care is appointed by the One Church Gahanna Campus Pastor in consultation with One Church Care Director

Compensation: The One Church Care Financial Assistance Squad Leader will serve as a Servant Leader.

CARE MINISTRY LEVELS

When considering the Care Ministry of One Church it is necessary that we view the whole family connected on multiple relational levels. One level is those who are connected through the Connect Group Ministry. Another is connected through the serving teams that minister to the Church family in many kinds of ways. Yet another level is those who are not connected to a Connect Group or Serving Team, rather they primarily attend the worship experiences so their connection is to the sanctuary. When considering the care of the One Church family, the One Church Care Department seeks to create a net that will catch anyone or everyone regardless of where they relate to One Church.

Care at the Connect Group Level

The One Church Care Department works closely together with the Connect Groups ministry. Connect groups can also be described as Care Groups because the One Church Care Department is an appendage of the Groups ministry of One Church. It is understood that this relationship connects the two areas of ministry as one ministry unit.

It is also understood that many of the specialized areas of Care Ministry the Care Department serves is to also be shared by the Connect/Care Group Ministry. One Church Care administers the care services when a Connect group is not able to perform a particular “kind” of help that is needed. So it is understood that whenever Care is needed by someone(s), if they attend a Connect Group, when possible, the group rises up and provides the care that is needed. Once the group is not able to provide the care service needed than the One Church Care Department is asked to provide that service.

Care at the Serving Team Level

Many of the One Church Family is connected through the serving teams that minister to the Church family in many kinds of ways. Some but not all who serve on a dream team are connected to a connect group but it is important they are care for in some form or fashion. Each serving teams is encouraged to provide care within its unique context much like a connect group would function. When possible the serving team is encouraged to provide care for the members of their team who are not connected to a connect group.

Care at the Auditorium Level

This is everyone at One Church, who calls One Church their home, but is not otherwise connected to others who can provide them with care (i.e. groups or teams). For the rest of the One Church family who is not formally connected to a connect group or serving team, The One Church Care Department will provide the care for those connected through the worship experience in the auditorium.

MINISTRY DESCRIPTIONS

The One Church Care Department is composed of teams who specialize in specific areas of care. Each team is led by a coordinator who serves in cooperation with an administrative team of three (3) or more that assists the coordinator in carrying out the area of ministry. The purpose of an admin team is to share the various leadership tasks that accompany the functional operations in their specialized area of ministry. The following are the specialized areas of care the One Church Care Department provides.

One-on-One Care (One-On-One Care)

One-On-One coaching provides high-quality care and outreach to hurting people in the church and community. They do this by pairing up the individual in need with a Care Partner. One-on-One Care will assess and send the individual to the right next steps based on the ESPN guide.

Financial Assistance

Financial Assistance helps address financial, employment, and money management needs and provides immediate support so basic needs is met. This ministry also provides training through Financial Peace University which is a series of classes on establishing a biblical and practical plan for financial freedom. Financial Coaching is offered for those who need someone to walk with them in understanding money management.

Premarital Team Leader

Premarital Team Leader provides marriage preparation sessions led by mentoring couples who provide biblical guidance and instruction that leads to a successful marriage. This is accomplished by equipping couples with skills and insights to foster a healthy, lifelong God honoring relationship. SYMBIS is the assessment tool to provide this coaching.

Weddings

Wedding planning is provided to support to the bride and groom, wedding party, and their families. This is accomplished by assisting with advance planning, conducting the wedding rehearsal, and coordinating the wedding ceremony.

Funerals

One Church Care provides counsel and comfort for families who are dealing with the death of a loved one by offering a variety of support services. One Church can also provide an officiant when requested.

Meals

(Note: This is included as is, but this is an area that needs to be evaluated for the future)

When needed, One Church provides meals to those in our church family who are going through a particularly challenging time such as birth, death, illness, etc.

Prayer

Formal prayer support is offered for the needs of the church family each week during weekend services and throughout the week.

Visitation

The ministry of visitation provides individuals who are equipped to minister to those who are hospitalized, shut in or in institutional living.

Care Groups

To provide a safe place for individuals to share, heal and grow with trained facilitators and others who are going through the same life struggles. Examples of these groups are (but not limited to) 180, Grief Care, or Divorce Recovery.

CARE TEAM MINISTRIES

One-on-One Care (ONE-ON-ONE)

MISSION STATEMENT

The purpose of One-on-One Care Servant Leadersing is to provide a spiritual, emotional and biblical support to an individual so that no one has to be alone in his or her time of need.

PHILOSOPHY

One Church is first and foremost a local Church that creates a Christian Community to provide loving support to its congregation. One-On-One Coaching is a way that One Church supports an individual in a time of life challenges. Therefore, One-on-One Coaching provides one coach for someone who request individual support. The primary giver is a Christian lay person who meets privately with someone of the same gender from one to three sessions. One-on-One Care Servant Leaders are trained and supervised to provide care by listening, encouraging, praying, biblical guidance in the context of confidentiality. One-on-One Care Servant Leaders are NOT TRAINED AS PROFESSIONAL COUNSELORS, THERAPISTS, PASTORS, OR PHYSICIANS. Training and supervision will be administered through the Care Director and other mental and spiritual health professionals.

Therefore, One-on-One Care Servant Leaders do NOT provide services to minors, couples or families, individuals with serious mental and emotional disturbances, severe depression, personality disorders, sexual abuse issues, substance or chemical dependency, sexual addictions, anyone who is demonstrating suicidal or violent behavior. Coaches who are confronted with these severe issues will refer the individual to a professional counseling service.

ROLES

One-on-One Care Squad Leader

Department: One Church Care

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Purpose of role: To lead and give oversight to the area of One-on-One Coaching

Spiritual Qualifications: The One-on-One Care Squad Leader will foster and deepen their own relationship with Christ through the following ways.

- Be in the Word of God on a regular basis for spiritual nourishment
- Be in close communion with God through prayer
- Follow the commands of God's Word as an example with Godly Character, servant leadership, positive attitude, and faithful participator in the Community Life of One Church, support Pastoral Leadership generous giver of time, talent and treasure.

Roles/Responsibilities:

- To oversee a leadership team who monitors the operations process of their specific area of care ministry.
- To carry out the operational process, recruitment, selection, training and on-boarding of ministry partners.
- To work with the Care Director to establish a ministry strategy with goals and outcomes that will measure the quality and quantity of ministry impact.
- To provide spiritual leadership and care for ministry partners in their specific area of care.

Key Relationships: One Church Care Director, other ministry coordinators and partners

Accountable To: One Church Care Director

Recruitment/Selection: The One-on-One Squad Leader is appointed by the One Church Care Director in consultation with the Gahanna Campus Pastor.

Compensation: The One-On-One Coach Coordinator will serve as a Servant Leader.

One-on-One Care Admin

Department: One Church Care

Purpose of Position: To assist the Care Coordinator with the administrative support that is required to provide an excellent quality of ministry in the area of One-On-One Coaching.

Spiritual Qualifications: Each member of the One-On-One Administrative team will foster and deepen their own relationship with Christ through the following ways.

- Be in the Word of God on a regular basis for spiritual nourishment
- Be in close communion with God through prayer
- Follow the commands of God's Word as an example with Godly Character, servant leadership, positive attitude, and faithful participator in the Community Life of One Church, support Pastoral Leadership generous giver of time, talent and treasure.

Roles/Responsibilities:

- To serve as members of a leadership team who monitors the operations process of the One-On-One Coaching Care Ministry.
- To help carry out the operational process, recruitment, selection, training and on-boarding of ministry partners.
- To work with the One-On-One Coach Coordinator to establish a ministry strategy with goals and outcomes that will measure the quality and quantity of ministry impact.
- To provide a Godly example to the One-on-One Care Servant Leaders as representatives of Christ and One Church.

Key Relationships: One Church Care Director, Coach Coordinator and ministry partners.

Accountable To: One-on-One Squad Leader

Recruitment/Selection: The One-On-One administrative team is appointed by the One Church Care Director in consultation with the Gahanna Campus Pastor.

Compensation: The One-On-One Administrative Team will serve as a Servant Leader.

One-On-One Care Team Leader

Department: One Church Care

Purpose of Position: The purpose of One-on-One Care Servant Leaders is to provide spiritual, emotional and biblical support to an individual in his or her time of need.

Spiritual Qualifications: The One-on-One Care Servant Leaders will foster and deepen their own relationship with Christ through the following ways.

- Be in the Word of God on a regular basis for spiritual nourishment
- Be in close communion with God through prayer
- Follow the commands of God's Word as an example with Godly Character, servant leadership, positive attitude, and faithful participator in the Community Life of One Church, support Pastoral Leadership generous giver of time, talent and treasure.

Roles/Responsibilities:

- To serve as members of the One-On-One Coaching Care team
- To help carry out the operational process, recruitment, selection, training and on-boarding of ministry partners.
- To work with the One-On-One Coach Coordinator to establish a ministry strategy with goals and outcomes that will measure the quality and quantity of ministry impact.

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- To provide a Godly example to the One-on-One Care Servant Leaders as representatives of Christ and One Church.

Key Relationships: One Church Care Director, Coach Coordinator and ministry partners.

Accountable To: One-on-One Care Servant Leaders Coordinator

Recruitment/Selection: The One-on-One Care Servant Leaders is approved by the One Church Care Director in consultation with the Campus Pastors.

Compensation: The One-on-One Care Servant Leaders will serve as a Servant Leader.

PROCESS

- Request is opened in Asana and assigned to a care response team member by the Care Partner Admin. The Care Partner is added as a follower in order to be able to update Asana.
- Care Partner Admin monitors Asana task to make sure contact is made and Asana is updated.
- As care recipients' needs are met and connection has been made to a connect group, professional Christian counseling, etc. the final follow-up is documented in Asana and ministry intake is closed. This happens after a max of 4 meetings. Care Partner Admin closes the task in Asana.
- Should a request assignment make the care partner response team member uncomfortable, they can access the Care Partner Coordinator or Pastor for assistance.
- Then sent to next steps which include:
 - Groups (primary)
 - Professional counseling
 - Financial assistance request form and team
 - Meeting in-person
 - Dream Team
 - Growth track
 - Financial assistance request form and team
 - Dream Team
 - Growth track

CHARTS & FORMS

- [Care & Prayer Request Form](#)

FINANCIAL ASSISTANCE

MISSION STATEMENT

To provide educational, Financial and Coaching resources to those who are in need and request assistance in times of crisis of health issues, job loss, financial reversal and debt challenges.

PHILOSOPHY

The Bible has much to say regarding generosity and being merciful to those who are impoverished and in financial need. The Bible also has much to say about money and the responsibility that is required of an individual to manage their financial resources as responsible stewards. Money is spoken of as a symbol that measures an individual's values, character, priorities and spiritual maturity. One Church is committed to assisting people by educating them to biblical stewardship principles as well as providing financial resources when available and possible to those who are facing economic challenges. Therefore, One Church provides education through Financial Peace University. Financial assistance is made possible as an individual applies for help through the financial assistance process. Financial coaching is available to anyone who desires this service.

ROLES

Financial Assistance Squad Leader

Department: One Church Care

Purpose of Position: To lead and give oversight to the financial assistance ministry of One Church.

Spiritual Qualifications: The One Church Care Financial Assistance Squad Leader will foster and deepen their own relationship with Christ through the following ways.

- Be in the Word of God on a regular basis for spiritual nourishment
- Be in close communion with God through prayer

- Follow the commands of God's Word as an example with Godly Character, servant leadership, positive attitude, and faithful participator in the Community Life of One Church, support Pastoral Leadership generous giver of time, talent and treasure.

Responsibilities:

- To give oversight to the Financial Assistance Process Ministry of One Church.
- To lead a team who evaluate requests for financial assistance to make recommendations to the Gahanna Campus Pastors on how (if at all) One Church Financial Assistance would like to respond.
- Is a member of the Directional Leadership Team and attends DLT meetings.

Key Relationships: Campus Pastor of Gahanna Campus, DLT, and Care Director.

Accountable To: One Church Care Director

Recruitment/Selection: The Financial Assistance Squad Leader of One Church Care is appointed by the One Church Gahanna Campus Pastor in consultation with One Church Care Director

Compensation: The One Church Care Financial Assistance Squad Leader will serve as a Servant Leader.

The Financial Assistance Admin

Department: One Church Care

Purpose of Position: To assist the Financial Assistance Squad Leader with the administrative support that is required to provide an excellent quality of ministry in the area of Benevolence.

Spiritual Qualifications: Each member of the Administrative team will foster and deepen their own relationship with Christ through the following ways.

- Be in the Word of God on a regular basis for spiritual nourishment
- Be in close communion with God through prayer
- Follow the commands of God's Word as an example with Godly Character, servant leadership, positive attitude, and faithful participator in the Community Life of One Church, support Pastoral Leadership generous giver of time, talent and treasure.

Roles/Responsibilities:

- To serve as members of a leadership team who monitors the operations process of the Financial Assistance Ministry.
- To help carry out the operational process, recruitment, selection, training and onboarding of ministry partners.

- To work with the Coordinator to establish a ministry strategy with goals and outcomes that will measure the quality and quantity of ministry impact.
- To provide a Godly example to the Financial Assistance Team Leaders as representatives of Christ and One Church.

Key Relationships: Care Director, Finance Assistance Coordinator and ministry partners.

Accountable To: Financial Assistance Squad Leader

Recruitment/Selection: The Financial Assistance administrative team is appointed by Financial Assistance Squad Leader in consultation with the One Church Care Director.

Compensation: The One-On-One Administrative Team will serve as a Servant Leader.

Financial Assistance Team Leader

Department: One Church Care

Purpose of Position: The purpose of the Financial Assistance Team Leader is to provide spiritual, emotional and biblical support to an individual in his or her time of need.

Spiritual Qualifications: The Financial Assistance Team Leader will foster and deepen their own relationship with Christ through the following ways.

- Be in the Word of God on a regular basis for spiritual nourishment
- Be in close communion with God through prayer
- Follow the commands of God's Word as an example with Godly Character, servant leadership, positive attitude, and faithful participator in the Community Life of One Church, support Pastoral Leadership generous giver of time, talent and treasure.

Roles/Responsibilities:

- To serve as members of the Financial Assistance team
- To help carry out the operational process, recruitment, selection, training and on-boarding of ministry partners.
- To work with the Financial Assistance Squad Leader to establish a ministry strategy with goals and outcomes that will measure the quality and quantity of ministry impact.
- To provide a Godly example to the Financial Assistance Team Leaders as representatives of Christ and One Church.

Key Relationships: One Church Care Director, Coordinator and ministry partners.

Accountable To: Financial Assistance Squad Leader

Recruitment/Selection: The Financial Assistance Team Leader is approved by the One Church Care Director in consultation with the Gahanna Campus Pastor.

Compensation: The One-on-One Care Servant Leaders will serve as a Servant Leader.

PROCESS

- **Request Is Made:** There is an online form which will be used to facilitate the rapid processing of each request. This form is located at One.Church/Care. Processing will be automatic after the form has been completed. If the requester cannot access this form online, this form can be obtained in hard copy from the church office.
- **Financial Assistance Request Form is Completed by Applicant:** This application will be sent to the applicant personally by the Financial Assistance Team.
- **Financial Assistance Team will determine at what LEVEL the request should be followed up with.**
- **Schedule a Phone Call:** A conversation between a member of the Financial Assistance team and the applicant will be made to discuss form request and to share the next steps of the process.
- **Recommendation:** A recommendation will be made to the campus pastor of the location that the applicant attends based on the Financial Coordinator's conversation and review. The Financial Coordinator and their team is approved to make up to \$500 a month worth of benevolence needs met without any additional approval. If \$500 a month is exceeded OR a single request is above \$500 that specifically needs to be reviewed by the campus pastor.

FIRST LEVEL

- **Immediate Support:** The first Level of care is to assist with food. This is administered by a member of the Financial Assistance Team or a Church staff member which consists of a gift card from Giant Eagle.
- **Schedule a Meeting:** If the immediate support is not sufficient than the team decides, based on the form request, if additional assistance needs to be considered

SECOND LEVEL

- A member of The Financial Assistance Team will arrange either a phone call or a One-On-One meeting with the applicant to assist Assistance team for the understanding of the applicants needs and to determine how best to assist. Once the interview is complete a team consisting of at least three members of the Care

Ministry, Financial Assistance Team will determine the applicant's situation such as financial assistance with bills, rental assistance, or personal needs such as medicine etc.

Guidelines for Request Considerations at Second Level Care

- The quality of information included in the application
- How long has requestors been attending One Church, which campus, and any additional involvements such as connect groups, Marriage Coaching, Growth Track.
- Who is the request for requestor, requestor + family member etc.
- How much is requested (obtain copy of bill, invoice etc)
- Will this request be repeated if assistance is given (judgment call).
- What is the urgency of this request
- Through discussion with requestor, determine requestors financial situation, such as budgeting, other overdue bills, is family assistance possible,
- Has requestor received assistance from other sources in the recent months

THIRD LEVEL

- **A determination is made** by the Financial Assistance Team regarding interest and guidance toward participation in a Connect Group and to attend Growth Track. If during discussions with the applicant, financial weakness are evident, encouragement is to be provided for the individual or couple to attend a session of Financial Peace University (FPU) which is a Connect Group here at One Church. (If needed, a scholarship may be provided to cover the cost of the FPU).
- **If approved**, the applicant will be notified, information as to the service provider to which payment is to be made will be obtained and a check from One Church will be made out to the agency. If denied, the requestor will be notified accordingly.
- **Follow up for approved requests:** During the interfaces with the applicant, the Financial Assistance Team is to schedule in the next 2 to 3 weeks a status on how the applicant is getting involved, in a Connect Group, Growth Track and or attending the FPU classes. Also to ask for the impact it has made on their life.
- **Finance Assistance Policy:** One Church Financial Assistance Ministry has adopted and adheres to a written policy. This Financial Assistance/Benevolence program is created primarily to assist people that consider One Church to be their Church. We do not exclude people from the general population who have needs, but One Church reserves the right to provide for the Church Family first. The focus of this

ministry includes the various campuses of One Church. All requests from any campus will be processed by the Financial Assistance Team.

One Church will not provide cash or make a check out to the person making a request. Anyone who wishes to donate to the benevolence ministry of One Church may do so, however the donation will be handled by the One Church approved Financial Assistance Team, and will not accept guidance from the giver on how it is to be spent.

- One Church Financial Assistance Team will assist those in need by making payments to the service provider named.
- Make distributions from a general fund or benevolence fund.
- Pay assistance directly to service providers (rent, mortgage, utilities, etc.).
- Allow contributions only to the fund, not to any specific individual or family.
- Develop adequate criteria to determine individual need.
- Document the need including external verification for larger amounts.
- Assign personnel or a committee to approve requests.
- Include reasonable limits of support per person during a specified time period.
- Determine the kinds of needs that will receive support, keeping in mind typically assistance is allowed for basic needs: food, shelter, clothing and medical.
- Only distributes funds to people without supporting documentation.
- Will not disburse funds out of a bookstore cash register or out of uncounted offerings.
- Will not disburse funds without a written record of the transaction.
- Will not allow members to donate to a specific family, individual and receipt these donations as tax-deductible.
- Will not give one individual control over benevolence distributions, without oversight or accountability measures in place

Financial Assistance program Do's:

- Make distributions from a general fund or benevolence fund.
- Pay assistance directly to service providers (rent, mortgage, utilities, etc.).
- Allow contributions only to the fund, not to any specific individual or family.
- Develop adequate criteria to determine individual need.
- Document the need including external verification for larger amounts.
- Assign personnel or a committee to approve requests.

- Include reasonable limits of support per person during a specified time period.
- Determine the kinds of needs that will receive support, keeping in mind typically assistance is allowed for basic needs: food, shelter, clothing and medical.

Financial Assistance program Don'ts:

- Distribute funds to people without supporting documentation.
- Disburse funds out of petty cash or out of uncounted offerings.
- Disburse funds without a written record of the transaction.
- Allow members to donate to a specific family, individual and receipt these donations as tax-deductible.
- Give one individual control over benevolence distributions, without oversight or accountability measures in place.

CHARTS & FORMS

- [Financial Assistance Request](#)

Premarital Team LeaderING

MISSION STATEMENT

To provide pre-marriage coaching services by equipping Christian couples with skills and insights to foster a healthy, lifelong God honoring relationship.

PHILOSOPHY

One Church believes that the family is the foundation for any society and the institution of marriage is the first building block on that foundation. Therefore, One Church accepts the responsibility as representatives of God's Family to assist in preparing a couple for marriage by providing a Premarital Team Leadering Ministry. Our Premarital program provides coaches who have been trained in marriage preparation, to provide guidance and wisdom to the couple seeking coaching. Because One Church desires to provide the highest quality of pre marriage coaching we require the couple to provide information through the forms and professional tool called SYMBIS to assist the coaches with their preparation for the sessions.

ROLES

Premarital Team Leadering Squad Leader

Department: One Church Care

Purpose of Position: To lead and give oversight to the area of the Premarital Team Leading Ministry.

Spiritual Qualifications: The Premarital Team Leading Squad Leader will foster and deepen their own relationship with Christ through the following ways.

- Be in the Word of God on a regular basis for spiritual nourishment
- Be in close communion with God through prayer
- Follow the commands of God's Word as an example with Godly Character, servant leadership, positive attitude, and faithful participator in the Community Life of One Church, support Pastoral Leadership generous giver of time, talent and treasure.

Roles/Responsibilities:

- To oversee a leadership/administrative team who monitors the operations process of their specific area of care ministry.
- To carry out the operational process, recruitment, selection, training and on-boarding of ministry partners.

- To work with the Care Director to establish a ministry strategy with goals and outcomes that will measure the quality and quantity of ministry impact.
- To provide spiritual leadership and care for ministry partners in their specific area of care.

Key Relationships: One Church Care Director, other ministry coordinators and coaches.

Accountable To: One Church Care Director

Recruitment/Selection: The Pre-Marital is Coordinator is appointed by the One Church Care Director in consultation with the Gahanna Campus Pastor.

Compensation: The Premarital Team Leading Squad Leader will serve as a Servant Leader

Premarital Team Leading Admin

Department: One Church Care

Purpose of Position: To assist the Coordinator with the administrative support that is required to provide an excellent quality of ministry in the area of Premarital Team Leading.

Spiritual Qualifications: Each member of the Premarital Team Leading Admin Team will foster and deepen their own relationship with Christ through the following ways.

- Be in the Word of God on a regular basis for spiritual nourishment
- Be in close communion with God through prayer
- Follow the commands of God's Word as an example with Godly Character, servant leadership, positive attitude, and faithful participator in the Community Life of One Church, support Pastoral Leadership generous giver of time, talent and treasure.

Roles/Responsibilities:

- To serve as members of a leadership team who monitors the operations process of the One-On-One Coaching Care Ministry.
- To help carry out the operational process, recruitment, selection, training and on-boarding of ministry partners.
- To work with the Premarital Team Leading Squad Leader to establish a ministry strategy with goals and outcomes that will measure the quality and quantity of ministry impact.
- To provide a Godly example to the Pre-Marital Coaches as representatives of Christ and One Church.

Key Relationships: One Church Care Director, Coach Coordinator and ministry partners.

Accountable To: Pre-Marital Coaching Coordinator

Recruitment/Selection: The Pre-Marital administrative team is appointed by the One Church Care Director in consultation with the Gahanna Campus Pastor.

Compensation: The Pre-Marital Administrative Team will serve as Servant Leaders.

Premarital Team Leader

Department: One Church Care

Purpose of Position: The purpose of Premarital Team Leader is to provide spiritual, emotional and biblical support to an individual in his or her time of need.

Spiritual Qualifications: The Premarital Team Leader will foster and deepen their own relationship with Christ through the following ways.

- Be in the Word of God on a regular basis for spiritual nourishment
- Be in close communion with God through prayer
- Follow the commands of God's Word as an example with Godly Character, servant leadership, positive attitude, and faithful participator in the Community Life of One Church, support Pastoral Leadership generous giver of time, talent and treasure.

Roles/Responsibilities:

- To serve as members of the Premarital Team Leadering team
- Come alongside an engaged couple to equip Christian couples with skills and insights to foster a healthy, lifelong God honoring relationship.
- To provide a Godly example to the other Coaches as representatives of Christ and One Church.
- Attend Informational meeting that covers the process, sign an agreement that includes expectations
- Agrees to receive Premarital Team Leadering training and be certified to administer the SYMBIS assessment tool.

Key Relationships: One Church Care Director, Coach Coordinator and ministry partners.

Accountable To: The Premarital Team Leader Coordinator

Recruitment/Selection: The Premarital Team Leader is approved by the Premarital Team Leadering Squad Leader in consultation with the One Church Care Director. Recruitment will be conducted with formal invitations and informal invitations via One Church Communications.

Compensation: The Premarital Team Leader will serve as a Servant Leader.

PROCESS

- Premarital Team Leader receives request for information on One Church Weddings/Officiants
 - Email with information about our process and link to Airtable application
- Premarital Team Leader receives Airtable Application
- Premarital Team Leader will send SYMBIS Assessment
- Once SYMBIS assessment is complete
 - Match with Premarital Team Leaderes
 - Sending the results of the assessments
 - Sending an introductory email to Couple and Coaches
- Premarital Team Leadering Sessions
 - Couples and Coaches will meet for a minimum of 3 sessions to walk through the assessment results
- After Sessions
 - Coaches will submit a [Premarital Team Leaderes Report](#)
- Premarital Team Leader will pair with Officiant
 - Done while in the middle of their sessions
 - Email Couple and Officiant
 - Send Officiant
 - Assessment
 - Application
 - Post Premarital Team Leaderes Report
- If the couple is requesting the services of a One Church Officiant the couple will be required to fill out a Wedding Application and submit it through the One Church Care Administrator for processing.
- If the couple is using a One Church Pastor as their officiant, the One Church Care Administrator will see that the Officiants will receive assessment results and the post coaching Report from Coaches
- A meeting will be scheduled with the Couple and Officiant to discuss any concerns from the Coaches and the planning of wedding details
- If not using a One Church Pastor as their officiant Wedding/Premarital Coordinator will touch base with the couple on whether or not their officiant requires any feedback on the Premarital Team Leadering

- The One Church Care Administrator will manage the details with the couple as to receiving the fees upfront, scheduling of facilities and use of professional services.
- The Pre-Marital Coaches follow Up after 6 month touch base with Couples and Coaches to see how things are going

CHARTS & FORMS

- [Wedding & Premarital Team Leadering Request Form](#)
- [Post Premarital Team Leaderes Report](#)
- [Wedding Packet \(Example\)](#)
- One Church Marriage Policy (still needs written)
- [Sample Wedding Ceremony](#)
- [Pre-Marriage Sample Assessment: SYMBIS](#)

WEDDINGS

MISSION STATEMENT

One Church Care provides spiritual and professional support for those who requests One Church to assist in providing wedding services.

PHILOSOPHY

One Church believes that the formal uniting or wedding of two individuals as one is a very important spiritual role the Church serves in the community. The Bible places great emphasis upon the sanctity of a home and the wedding process is the beginning of getting the marriage started the right way. It is the goal of the One Church Care Department to provide the highest quality of professional resources possible so that the wedding process is well planned with meaningful precision so that the wedding day is peaceful, joyful and a memorable.

ROLES

Wedding Coordinator

Department: One Church Care

Purpose of Position: To lead and give oversight to the area of the Wedding process that relates to the involvement of the One Church and its resources.

Spiritual Qualifications: The Wedding Coordinator will foster and deepen their own relationship with Christ through the following ways.

- Be in the Word of God on a regular basis for spiritual nourishment
- Be in close communion with God through prayer
- Follow the commands of God's Word as an example with Godly Character, servant leadership, positive attitude, and faithful participator in the Community Life of One Church, support Pastoral Leadership generous giver of time, talent and treasure.

Roles/Responsibilities:

- To lead the members of the Wedding Admin leadership team and wedding planners who monitors the wedding process with couples who look to One Church for spiritual and professional support and resources.
- To help carry out the operational process, recruitment, selection, training and on-boarding of wedding planners or represent One Church as liaison coordinators

- To work with the Care Director to establish a ministry strategy with goals and outcomes that will measure the quality and quantity of ministry impact.
- To provide spiritual leadership and care for ministry partners who serve in the area of Wedding Coordination and planning.

Key Relationships: One Church Care Director and Wedding planners who serve to coordinate wedding details with the wedding couple.

Accountable To: One Church Care Director

Recruitment/Selection: The Wedding Coordinator is appointed by the One Church Care Director in consultation with the Gahanna Campus Pastor.

Compensation: The Wedding Coordinator will serve as a Servant Leader

Wedding Coordinating Admin

Department: One Church Care

Purpose of Position: To assist the Coordinator with the administrative support that is required to provide an excellent quality of ministry in the area of Wedding administration.

Spiritual Qualifications: Each member of the Premarital Team Leader Admin Team will foster and deepen their own relationship with Christ through the following ways.

- Be in the Word of God on a regular basis for spiritual nourishment
- Be in close communion with God through prayer
- Follow the commands of God's Word as an example with Godly Character, servant leadership, positive attitude, and faithful participator in the Community Life of One Church, support Pastoral Leadership generous giver of time, talent and treasure.

Roles/Responsibilities:

- To serve as members of a leadership team who monitors the operations process of Wedding administration.
- To help carry out the operational process, recruitment, selection, training and on-boarding of ministry partners.
- To work with the Wedding Coordinator to establish a ministry strategy with goals and outcomes that will measure the quality and quantity of ministry impact.
- To provide a Godly example to the Wedding Planners as representatives of Christ and One Church.

Key Relationships: One Church Care Director, Coach Coordinator and wedding administrative ministry partners.

Accountable To: The Wedding Coordinator

Recruitment/Selection: The Wedding administrative team is appointed by the One Church Care Director in consultation with the Wedding Coordinator.

Compensation: The Wedding Admin Team will serve as Servant Leaders.

Wedding Planner

Department: One Church Care

Purpose of Position: The purpose of Wedding planner is to provide spiritual, emotional and biblical support to the couple preparing for their wedding through the One Church Care services.

Spiritual Qualifications: The Wedding planner will foster and deepen their own relationship with Christ through the following ways.

- Be in the Word of God on a regular basis for spiritual nourishment
- Be in close communion with God through prayer
- Follow the commands of God's Word as an example with Godly Character, servant leadership, positive attitude, and faithful participator in the Community Life of One Church, support Pastoral Leadership generous giver of time, talent and treasure.

Roles/Responsibilities:

- To serve as members of the Wedding Planning team
- Come alongside an engaged couple to provide counsel and coordination on behalf of One Church in the administering of their wedding plans.
- To provide a Godly example to the other One Church Wedding planners as representatives of Christ and One Church.

Key Relationships: One Church Care Director, Wedding Coordinator and other Wedding Planning ministry partners.

Accountable To: The Wedding Coordinator

Recruitment/Selection: The Wedding Planner is approved by the Wedding Coordinator in consultation with the One Church Care Director. Recruitment will be conducted with formal invitations and informal invitations via One Church Communications.

Compensation: The Wedding Planner will serve as a Servant Leader.

Wedding Officiant

Department: One Church Care

Purpose of Position: The purpose of Wedding Officiant is to provide spiritual, emotional and biblical support to the couple preparing for their wedding through the One Church Care services.

Spiritual Qualifications: The Wedding Officiant will foster and deepen their own relationship with Christ through the following ways.

- Be in the Word of God on a regular basis for spiritual nourishment
- Be in close communion with God through prayer
- Follow the commands of God's Word as an example with Godly Character, servant leadership, positive attitude, and faithful participator in the Community Life of One Church, support Pastoral Leadership generous giver of time, talent and treasure.

Roles/Responsibilities:

- To work with the One Church Wedding Planner to coordinate the details of the Wedding Process.
- Come alongside an engaged couple to provide counsel and coordination on behalf of One Church in the administering of their wedding Ceremony.
- To provide a Godly example to the other One Church Wedding planners as representatives of Christ and One Church.

Key Relationships: One Church Care Director, Wedding Coordinator and other Wedding Planning ministry partners.

Accountable To: The Care Director

Recruitment/Selection: The Wedding Officiant is approved by the Care Director in consultation with the One Church Gahanna Campus Pastor. Recruitment will be conducted with formal invitations via The One Church Care Director.

Compensation: The Pre-Marital Officiant will be compensated for their professional services.

One Church Services Team

TO BE DEVELOPED - examples would be: Sound Engineer/Custodian/Building Supervisor

PROCESS

TO BE DEVELOPED

Are there any situations where we don't counsel someone?

If the church decides to have weddings on site, what are the costs for church members, non-members? (rent, sound, janitor, etc)

Are there situations where we won't marry someone?

CHARTS & FORMS

- [Wedding & Premarital Team Leadering Request Form](#)
- [Wedding Packet \(Example\)](#)
- One Church Marriage Policy (still needs written)
- [Sample Wedding Ceremony](#)

FUNERALS

MISSION STATEMENT

For One Church Care to provide comfort, counsel and support services for families who are dealing with the death of a loved one.

PHILOSOPHY

In times of sorrow people need support systems to assist them in their time of grief. At the time of a death of a loved one it is often difficult for someone to focus on the myriad of details that often rise at their time of loss. One Church Care desires to provide the comfort, counsel and support services to those who look for help with the planning and resources that is needed at the time of a death. Funerals are a wonderful opportunity for One Church to open its heart and hand to provide resources to the bereaved at this crisis moment. One Church can also provide an officiant if it is requested.

ROLES

Funeral Team Leader

Department: One Church Care

Purpose of Position: To lead and give oversight to the area of the Funeral process that relates to the involvement of the One Church and its resources.

Spiritual Qualifications: The Funeral Team Leader will foster and deepen their own relationship with Christ through the following ways.

- Be in the Word of God on a regular basis for spiritual nourishment
- Be in close communion with God through prayer
- Follow the commands of God's Word as an example with Godly Character, servant leadership, positive attitude, and faithful participator in the Community Life of One Church, support Pastoral Leadership generous giver of time, talent and treasure.

Roles/Responsibilities:

- Oversees the overall Funeral process. Works with families on providing support to coordinate needs for funerals hosted at One Church. Creates a task in Asana and assigns this to the Funeral Assistant.
- To lead the members of the Funeral Administrative leadership team and funeral planners who monitor the funeral process s with individual(s) who look to One Church for spiritual and professional support and resources.
- To help carry out the operational process, recruitment, selection, training, and on-boarding of funeral planners who represent One Church as liaison coordinators.

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- To work with the Care Director to establish a ministry strategy with goals and outcomes that will measure the quality and quantity of ministry impact.
- To provide spiritual leadership and care for ministry partners who serve in the area of Funeral Coordination and planning.

Key Relationships: One Church Care Director and Funeral planners who serve to coordinate Funeral details with a grieving individual(s).

Accountable To: One Church Care Director

Recruitment/Selection: The Funeral Team Leader is appointed by the One Church Care Director in consultation with the Gahanna Campus Pastor.

Compensation: The Funeral Team Leader will serve as a Servant Leader.

Funeral Coordinating Administrative Team

Department: One Church Care

Purpose of Position: To assist the Coordinator with the administrative support that is required to provide an excellent quality of ministry in the area of Funeral administration.

Spiritual Qualifications: Each member of the Funeral Administrative Team will foster and deepen their own relationship with Christ through the following ways.

- Be in the Word of God on a regular basis for spiritual nourishment
- Be in close communion with God through prayer
- Follow the commands of God's Word as an example with Godly Character, servant leadership, positive attitude, and faithful participator in the Community Life of One Church, support Pastoral Leadership generous giver of time, talent and treasure.

Roles/Responsibilities:

- To serve as members of a leadership team who monitors the operations process of funeral administration and support services.
- To help carry out the operational process, recruitment, selection, training, and on-boarding of funeral administrative team.
- To work with the Funeral Team Leader to establish a ministry strategy with goals and outcomes that will measure the quality and quantity of ministry impact.
- To provide a Godly example to the Funeral Planners as representatives of Christ and One Church.

Key Relationships: One Church Care Director, Coach Coordinator, and funeral administrative ministry partners.

Accountable To: The Funeral Team Leader

Recruitment/Selection: The Funeral administrative team is appointed by the Funeral Team Leader in consultation with the Care Director.

Compensation: The Funeral Administrative Team will serve as Servant Leaders.

Funeral Coordinating Member

Department: One Church Care

Purpose of Position: The purpose of Funeral Coordinating member is to provide spiritual, emotional and needed support to the individual(s) preparing for a funeral through the One Church Care services.

Spiritual Qualifications: The Funeral planner will foster and deepen their own relationship with Christ through the following ways.

- Be in the Word of God on a regular basis for spiritual nourishment
- Be in close communion with God through prayer
- Follow the commands of God's Word as an example with Godly Character, servant leadership, positive attitude, and faithful participator in the Community Life of One Church, support Pastoral Leadership generous giver of time, talent and treasure.

Roles/Responsibilities:

- To serve as one of the members of the Funeral Planning team
- To come alongside a grieving individual(s) for the purpose of providing counsel and coordination on behalf of One Church in the administering of the funeral plans of their loved one.
- To provide a Godly example to the other One Funeral planners as representatives of Christ and One Church
- Oversees the overall Funeral process. Works with families on providing support to coordinate needs for funerals hosted at One Church. Creates a task in Asana and assigns this to the Funeral Assistant.
- Communicates the death of an individual to the Pastor Care Director
- Connects with the Grieving family to establish a line of communication and schedule of Pastoral and funeral services.
- Coordinates the purchase of flowers for the funeral
- Schedules and contacts a Funeral team member to go to the viewing and/or funeral service as a representative of the One Church Family.
- To reach out to the family 2 days after the service to see if they would like a meal train for a week, every other day.
- If meals are requested assign the task in Asana to the Meal Team coordinator.
- If griever(s) want to talk to someone, assign the task in Asana to the One-on-One Admin
- Close the task in Asana once it is updated with who went to the viewing/service. Attends the viewing and/or service on a rotating basis.
- Schedules and contacts One Church members to serve as hosts if the funeral viewing and or the Celebration of Life Service is conducted at the One Church Campus.

Key Relationships: One Church Care Director, Funeral Team Leader, and other Funeral Planning ministry partners.

Accountable To: The Funeral Team Leader

Recruitment/Selection: The Funeral Planner is approved by the Funeral Team Leader in consultation with the One Church Care Director. Recruitment will be conducted with formal invitations and informal invitations via One Church Communications.

Compensation: The Funeral Planner will serve as a Servant Leader.

Funeral Officiant

Department: One Church Care

Purpose of Position: The purpose of Funeral Officiant is to provide spiritual, emotional and biblical support to the couple preparing for a funeral through the One Church Care services.

Spiritual Qualifications: The Funeral Officiant will foster and deepen their own relationship with Christ through the following ways.

- Be in the Word of God on a regular basis for spiritual nourishment
- Be in close communion with God through prayer
- Follow the commands of God's Word as an example with Godly Character, servant leadership, positive attitude, and faithful participator in the Community Life of One Church, support Pastoral Leadership generous giver of time, talent and treasure.

Roles/Responsibilities:

- To work with the One Church Funeral Planner to coordinate the details of the Funeral Process.
- Come alongside a grieving individual(s) to provide counsel and coordination on behalf of One Church in the administering of the Funeral details.
- To provide a Godly example to the other One Funeral Wedding planners as representatives of Christ and One Church.

Key Relationships: One Church Care Director, Funeral Team Leader, and other Funeral Planning ministry partners.

Accountable To: The Care Director

Recruitment/Selection: The Funeral Officiant is approved by the Care Director in consultation with the One Church Gahanna Campus Pastor. Recruitment will be conducted with formal invitations via The One Church Care Director.

Compensation: The Funeral Officiant may be compensated for their professional services according to the gracious ability of the grieving individual(s)

PROCESS

Create a form explaining the Best Practices and have the Team Member sign the form. Once they have gone to the viewing/service, they let the Funeral Assistant know which viewing and/or service they attended.

CHARTS & FORMS

- [Funeral Request Form](#)
- [Funeral Officiating Form](#)
- [Sample Funeral Service](#)

PRAYER

MISSION STATEMENT

The prayer Care ministry is committed to providing Prayer support with a mission and passion to “stand in the gap” for the One Church Family and the world.

PHILOSOPHY

One Church is built on the fundamental biblical principle that prayer is the key undergirding power to every ministry and message that is done in the Name of Jesus Christ. It is One Church’s conviction that the lasting impact of all of its ministries will only be as great as the prayer investment that is rendered by its leaders and members. The quality of the prayer arm of One Church will be the spiritual thermostat that will set the spiritual temperature for its effectiveness.

ROLES

Prayer Team Leader

Department: One Church Care

Purpose of Position: To lead and give oversight to the area of the overall Prayer ministry of One Church.

Qualifications: The Prayer Team Leader will foster and deepen their own relationship with Christ through the following ways

- Be in the Word of God on a regular basis for spiritual nourishment
- Be in close communion with God through prayer
- Follow the commands of God’s Word as an example with Godly Character, servant leadership, positive attitude, and faithful participator in the Community Life of One Church, support Pastoral Leadership generous giver of time, talent and treasure.

Roles/Responsibilities:

- To oversee the prayer plan that is carried through the different prayer teams, events and strategies at One Church.
- To help carry out the operational process, recruitment, selection, training, and on-boarding of who represent One Church’s prayer ministry.
- To work with the Care Director to establish a ministry standard that will measure the quality and quantity of the Prayer ministry impact.

- To provide spiritual leadership and care for Prayer Team Partners who carry out the prayer ministry of One Church.

Key Relationships: One Church Care Director and Prayer Team Members who serve in One Church's Prayer Army.

Accountable To: One Church Care Director

Recruitment/Selection: The Prayer Ministry Coordinator is appointed by the One Church Care Director in consultation with the Gahanna Campus Pastor.

Compensation: The Prayer Ministry Coordinator will serve as a Servant Leader

Prayer Team Admin

Department: One Church Care

Purpose of Position: To assist the Prayer Team Leader with the administrative support that is required to provide an excellent quality of ministry in the area of the Prayer Care for One Church.

Spiritual Qualifications: Each member of the Prayer Team Admin will foster and deepen their own relationship with Christ through the following ways.

- Be in the Word of God on a regular basis for spiritual nourishment
- Be in close communion with God through prayer
- Follow the commands of God's Word as an example with Godly Character, servant leadership, positive attitude, and faithful participator in the Community Life of One Church, support Pastoral Leadership generous giver of time, talent and treasure.

Roles/Responsibilities:

- To serve as members of a leadership team who monitors the operations process of Prayer Care administration and support services.
- To help carry out the operational process, recruitment, selection, training, and on-boarding of Prayer Servant Leaders.
- To work with the Prayer Team Leader to establish a ministry strategy with goals and outcomes that will measure the quality and quantity of ministry impact.
- To provide a Godly example to the Prayer Servant Leaders as representatives of Christ and One Church.

Key Relationships: One Church Care Director, Prayer Team Leader and Prayer Care ministry partners.

Accountable To: The Prayer Team Leader

Recruitment/Selection: The Prayer Team Admin is appointed by the Prayer Team Leader in consultation with the Care Director.

Compensation: The Prayer Team Admin Team will serve as Servant Leaders.

Prayer Servant Leader

Department: One Church Care

Purpose of Position: The purpose of Prayer Servant Leaders is to provide spiritual, emotional and needed support to the individual(s) needing prayer through the One Church Care services.

Spiritual Qualifications: The Prayer Servant Leader will foster and deepen their own relationship with Christ through the following ways.

- Be in the Word of God on a regular basis for spiritual nourishment
- Be in close communion with God through prayer
- Follow the commands of God's Word as an example with Godly Character, servant leadership, positive attitude, and faithful participator in the Community Life of One Church, support Pastoral Leadership generous giver of time, talent and treasure.

Roles/Responsibilities:

- To serve as one of the Prayer Partners of the Prayer Care Ministry
- To come alongside an individual(s) for the purpose of providing love, emotional and Prayer support on behalf of One Church.
- To provide a Godly example and servant leader to the other Prayer Servant Leader.
- Carries out the overall Prayer Care process as outlined in the Prayer Care Handbook.

Key Relationships: One Church Care Director, Prayer Team Leader and other Prayer Servant Leader.

Accountable To: The Prayer Team Leader

Recruitment/Selection: The Prayer Servant Leader is approved by the Prayer Team Leader in consultation with the One Church Care Director. Recruitment will be conducted with formal invitations and informal invitations via One Church Communications.

Compensation: The Prayer Servant Leader will serve as a Servant Leader.

PROCESS

Prepare your mind and spirit. Relax and enjoy praying for someone. Ask the Holy Spirit to minister through you. Take the pressure off of yourself and put it on God—He can handle it. The Bible says, “Restore to me the joy of your salvation.” No matter how serious a person’s problems are, the joy of the Lord is their strength. Learn to minister in the Spirit. Let the Spirit make it fresh to you every time, don’t get mechanical in your methods. Pray to be Spirit -led each time.

Attire and Hygiene. We want to eliminate all distractions so the individual can focus on God and the ministry the prayer partner is sharing with them. Men and women both should wear modest clothing. Also, be sure to use a breath mint prior to the start of prayer.

Smile and greet the person warmly. Smiles are contagious and put people at ease. Don’t be too much into the music as you wait for someone to approach you. Be available and look people in the eyes as they come forward. Ask for their name and use it as you talk to them and pray for them. Shake his hand if he is a man. Taking their hands, whether a man or woman, is a good way to put them at ease and encourage them to come into agreement with you as you pray. Our Aisle Directors will direct women to women (or to a couple) and men to men (or to a couple). If you are praying with a person of the opposite sex, keep physical contact to hand holding only.

Be sensitive to the people you are praying for. Treat them with love and tenderness. They may be vulnerable and able to be wounded easily. Desire and seek after a baptism of love for your brothers and sisters. They will open up and receive so much more easily if they sense the presence of love surrounding them. Ask God to allow you to see them as He sees them. We are conduits for the love of Jesus. Be sensitive to the working and voice of the Holy Spirit.

Ask them how they would like for you to pray for them. Let them talk for a minute, but don’t let them go on too long. The more they talk about their problem the bigger it gets,

and there may be others waiting to be prayed for. Ask them “what are we praying for today”.

Move to prayer for them as soon as it is appropriate. Remember that you are not their solution. It’s o.k. to say, “I don’t have the answer, but God does.” Don’t counsel; point them to God. As you pray, use scripture – it will build their faith. God will bring scriptures to your mind that will be the living word for that person. Bring hope and faith to them through your prayers.

Position yourself for ministry. Be sure and keep your eyes open during your prayer time. You want to be aware of facial expressions, clenched fists, or other body language that indicate what the person you are praying for is experiencing. Don’t have the person look at you while you are praying as this can be quite confusing. Stand a bit to the side so you do not have to make eye contact, this also keeps you from praying directly in the face of the participants. Be alert so that if the person begins to get weak in their ability to stand, you can steady them.

Praying too loud or in the Spirit. Be sensitive to the person you are praying for by not praying so loud that others can hear. Be careful not to distract the person you are praying for with the volume of your prayer. Please do not use your prayer language during this time, you do not know where the person is on his spiritual journey and we do not want to make them or those around you uncomfortable.

Always be aware of the pastor and the worship team. When the worship team begins to wind down this is your cue to end your prayer ministry. If you feel strongly that the person you are praying for needs further ministry, locate a pastor or another leader to assist you, if one is available, move to another location to continue.

Send them off with a scripture and/or a hug. The Lord may bring up scriptures as you’re praying. After you end the prayer, encourage them that you are standing with them and give them the scripture that God has revealed to you. When you end a time of personal prayer ministry, a hug can be a very comforting and affirming gesture. Hugs from the side and front hugs (with only contact at the shoulders) are appropriate. It’s good to hug because we are passing on the love of God. Use hugs, but don’t force them.

CHARTS & FORMS

- [Care Team Application](#)
- [Care & Prayer Request Form](#)
- [Servant Leader Confidentiality Form](#)

VISITATION

MISSION STATEMENT

To provide support to individuals who are connected to the One Church Family who are hospitalized or unable to attend and are “shut in” by lifting them up in prayer and visiting them as needed during their stay.

PHILOSOPHY

One Church believes that it is our opportunity, obligation and privilege to minister to those who are not able to be connected to the One Church Family and are in need of special attention when facing surgery, hospitalization, Birth of a Child or “shut in”. It is One Church’s Commitment to provide prayer and encouragement in times of joy and sorrow by “being there” when needed.

ROLES

Visitation Team Leader

Department: One Church Care

Purpose of Position: To lead and give oversight to the area of the overall Visitation ministry of One Church.

Qualifications: The Visitation Team Leader will foster and deepen their own relationship with Christ through the following ways.

- Be in the Word of God on a regular basis for spiritual nourishment
- Be in close communion with God through prayer
- Follow the commands of God’s Word as an example with Godly Character, servant leadership, positive attitude, and faithful participator in the Community Life of One Church, support Pastoral Leadership generous giver of time, talent and treasure.

Responsibilities:

- To oversee the visitation plan that is carried through the different visitation teams at One Church.
- To help carry out the operational process, recruitment, selection, training and onboarding of who represent One Church’s visitation ministry.
- To work with the Care Director to establish a ministry standard that will measure the quality and quantity of the Visitation ministry impact.
- To provide spiritual leadership and care for Visitation Admin Partners who carry out the visitation ministry of One Church.

- To appoint a Visitation Administrator who will carry out the operational process on behalf of the Coordinator and Prayer Team. (This statement should be placed under the coordinators responsibilities in every area of Care)

Key Relationships: One Church Care Director and Visitation Team Members who serve in One Church Visitation Ministry.

Accountable To: One Church Care Director

Recruitment/Selection: The Visitation Team Leader is appointed by the One Church Care Director in consultation with the Gahanna Campus Pastor.

Compensation: The Visitation Team Leader will serve as a Servant Leader

Visitation Admin

Department: One Church Care

Purpose of Position: To assist the Visitation Team Leader with the administrative support that is required to provide an excellent quality of ministry in the area of the Visitation for One Church.

Spiritual Qualifications: Each member of the Visitation Admin will foster and deepen their own relationship with Christ through the following ways.

- Be in the Word of God on a regular basis for spiritual nourishment
- Be in close communion with God through prayer
- Follow the commands of God's Word as an example with Godly Character, servant leadership, positive attitude, and faithful participator in the Community Life of One Church, support Pastoral Leadership generous giver of time, talent and treasure.

Roles/Responsibilities:

- To serve as members of the leadership team who monitors the operations process of Visitation administration and support services.
- To help carry out the operational process, recruitment, selection, training, and on-boarding of Visitation Team partners.
- To work with the Visitation Team Leader to establish a ministry strategy with goals and outcomes that will measure the quality and quantity of ministry impact.
- To provide a Godly example to the Visitation Team Partners as representatives of Christ and One Church.

Key Relationships: One Church Care Director, Visitation Team Leader, and Visitation Servant Leaders.

Accountable To: The Visitation Team Leader

Recruitment/Selection: The Visitation Admin is appointed by the Prayer Team Leader in consultation with the Care Director.

Compensation: The Visitation Admin will serve as Servant Leaders.

Visitation Servant Leader

Department: One Church Care

Purpose of Position: The purpose of Visitation Servant Leaders is to provide spiritual, emotional and needed support to the individual(s) needing a special visit through the One Church Care services.

Spiritual Qualifications: The Visitation Servant Leader will foster and deepen their own relationship with Christ through the following ways.

- Be in the Word of God on a regular basis for spiritual nourishment
- Be in close communion with God through prayer
- Follow the commands of God's Word as an example with Godly Character, servant leadership, positive attitude, and faithful participator in the Community Life of One Church, support Pastoral Leadership generous giver of time, talent and treasure.

Roles/Responsibilities:

- To serve as one of the Visitation Servant Leaders of the One Church Visitation Ministry
- To come alongside an individual(s) for the purpose of providing love, emotional and spiritual support on behalf of One Church.
- To provide a Godly example and servant leader to the other Visitation Ministry Team Members.
- Carries out the overall Visitation Ministry process as outlined in the Visitation Ministry section of One Church Care Handbook.
- Must be willing to participate in the training, on-Boarding operational Process for Visitation Servant Leaders. (THIS STATEMENT IS TO BE ADDED TO EVERY AREA OF CARE IN ITS PROPER PLACE IN THE OUTLINE)

Key Relationships: One Church Care Director, Visitation Team Leader and other Visitation Team Members.

Accountable To: The Visitation Team Leader

Recruitment/Selection: The Visitation Servant Leader is approved by the Visitation Team Leader in consultation with the One Church Care Director. Recruitment will be conducted with formal invitations and informal invitations via One Church Communications.

Compensation: The Visitation Servant Leader will serve as a Servant Leader.

PROCESS

- Fill out the appropriate Care Process form and follow the hospital Visitation process.
- Be sure to get accurate information on the specific details before you go. It is best to be prepared for whom you're visiting and the exact situation. For example, an end of life situation is different from a newborn baby visit.
- One Church Care prefer that the person, when able or the immediate family to request the visit. One Church Care will determine our availability when there is a request for a hospital visit for individuals who are not connected to the One Church Congregation.

Good Example - "My husband, Jim is having open heart surgery today and we would like a visit from a pastor."

Poor Example - "My brother-in-law's, sister's husband is having surgery today. Could you send a pastor?" The problem is that who really knows if we are welcome by the patient?

Good Example - "I don't attend your church, but my friend Ms. Jones does. She was hospitalized last night and I thought her church would want to know."

- Know your personal limits before going into a situation. Being able to grieve with a family without being highly emotional will be a huge advantage to them.
 - If you cannot hold it together going into a hospital, do not go in
 - Try waiting or get someone else to go in your place
 - Feel free to "lose" it in the parking garage after the visit
 - Also, feel free to be "ok" while others are not "ok"

During Your Hospital Visit:

- Identify yourself. Once you arrive at the nurses' station, identify yourself and ask the nurses on call if this is a good time to visit.
- Don't be intrusive. Do not ask the attending nurse for a report on the patient's condition due to Hippa Laws.
- Sanitize your hands before entering the room since germs are often passed by hand contact, and you can help prevent infections. Be aware of sanitary rules. If

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the patient is in isolation, you may still visit, but make sure you understand what precautions need to be taken.

- Knock before entering and confirm that they are prepared to receive a visit.
- Minister to others in the room by engaging them and praying collectively.
- Carefully and quietly pray over patients who are unconscious.
- Don't be insulted by patient's words/attitudes or register shock at a patient's appearance.
- Don't offer false optimism or participate in criticism about the doctor or the treatment.
- Don't touch the equipment or sit on the patient's bed.
- Don't tell the patient unpleasant news - including your own troubles.
- Don't whisper or talk about the patient's condition with family members in the room. Step outside, if necessary when talking to family members or medical staff.
- Don't break hospital rules or violate confidentiality issues.
- Don't awaken the patient unless a nurse gives approval.
- Don't help the patient get out of bed or give food or drink without a nurse's approval.
- Knock before entering a room. Observe signs, notices, and precautions on patient's door.
- If possible, sit where you can maintain comfortable eye contact with the patient.
- Be cheerful, make pleasant conversation.
- Shape the tone and substance of your conversation from cues offered by the patient.
- Listen attentively by giving the patient your undivided attention.
- Let patient know he/she can talk about sensitive subjects.
- Excuse yourself when the doctor enters the room unless requested to stay.
- Share Scripture and ask patient if they have special needs as you prepare to pray (see below for suggested scriptures).
- Inform the Campus Pastor of your visit if possible.
- Know the visiting policies of the hospital (particularly with psychiatric facilities).
- It is helpful to familiarize yourself with parking options for each hospital in your area.
- It is helpful to add each Hospital's Patient Information Number to your phone's contacts
- Be intentional and fully engaged when you are there.
- Keep your visits brief. Only stay when it seems that they desire you stay longer.

- Even if you were invited to visit, remember that when someone is ill or in pain, their attention span is very short. If the patient wants you to stay longer, he or she will let you know.

After the Visit:

- Sanitize your hands after you leave the hospital room.
- Fill out the Post Hospital report and record in Asana.

CHARTS & FORMS

- [Care & Prayer Request Form](#)
- [Servant Leader Confidentiality Form](#)

CARE GROUPS

MISSION STATEMENT

The mission of the One Church Care Groups is to provide support for those who share a common life challenge which requires a unique focus of Care.

PHILOSOPHY

In times of Grief, Divorce or life controlling addictive challenges a friendly, caring group of people who will walk alongside you through dark times is key to healing and victory. One Church Care provides Groups with trained vacillators that provide a place for anyone who shares a common dark or difficult experience and needs special support.

ROLES

Care Group Team Leader

Department: One Church Care

Purpose of Position: To lead and give oversight to Care Group of One Church.

Qualifications: The Care Group Team Leader will foster and deepen their own relationship with Christ through the following ways.

- Be in the Word of God on a regular basis for spiritual nourishment
- Be in close communion with God through prayer
- Follow the commands of God's Word as an example with Godly Character, servant leadership, positive attitude, and faithful participator in the Community Life of One Church, support Pastoral Leadership generous giver of time, talent and treasure.

Responsibilities:

- To oversee the Care Group program unique to their area of Care and need.
- To lead in carrying out the operational process, recruitment, selection, training and on-boarding of who represent One Church's Care Group ministry.
- To work with the Care Director to establish a ministry standard that will measure the quality and quantity of the Care Group ministry impact.
- To provide spiritual leadership and care for those who attend and participate in their focused area of Group Care and Support.
- To appoint an Administrator who will carry out the operational process on behalf of the Co-Coordinator/Facilitator and Focus Group.
- Must be willing to participate in the training, on-boarding operational Process for Care

Group Team Leader.

Key Relationships: One Church Care Director and participants of their specialized group.

Accountable To: One Church Care Director

Recruitment/Selection: The Care Co-Coordinator/Facilitator is appointed by the One Church Care Director in consultation with the Gahanna Campus Pastor.

Compensation: The Care Group Team Leader will serve as a Servant Leader

PROCESS

CHARTS & FORMS

- [Care Group Leader Application](#)
- [Servant Leader Confidentiality Form](#)

CARE TEAM RESOURCES

ASSISTANCE

- [GRIN \(Gahanna Residents in Need\)](#). Providing assistance with temporary housing, clothing, back to school supplies, holiday assistance, etc.
- [Street Card](#). List of Shelters
- [Stowe Mission](#) 614.445.8400 Providing Medical Arts, Education, Hunger Relief, Spiritual Direction, and Job Training
- [W.A.R.M.](#) a resource center for food assistance and job services
- [Worthington Resource Pantry](#) a resource center that educates, feeds and comforts people who need a helping hand
- [Hands On Central Ohio](#)
- Homeless Hotline (888) 474-3587

CRISIS INTERVENTION

- [Ohio Domestic Violence Network](#) (which has shelter info)
- Domestic Violence: (614) 224-4663
- Suicide Prevention Hotline: (614) 221-5445
- Teen Suicide Hotline: (614) 294-3300
- Senior Hotline: (614) 294-3309

ADDICTION RECOVERY

- [Cornerstone of Recovery](#) - (614) 389-9808 Intensive Outpatient treatment, Family therapy and education, individual therapy and Continuous Care/Aftercare. Using the 12-step model of recovery in all its programs, Cornerstone approaches treatment holistically, treating not only the outward physical symptoms of addiction, but also addressing the individual psychological, emotional and spiritual needs of every patient.
- [Celebrate Recovery Meeting Locator](#)
- [Alcoholics Anonymous](#)
- [Narcotics Anonymous](#)
- [Al-Anon or Alateen](#) (Married to or a teen child of an Alcoholic/Drug Addict)
- [Overeaters Anonymous](#) (Eating Disorders- Overeating, Compulsive Eating, Bulimia, Anorexia, etc.)
- [Teen Challenge Columbus](#) - A residential drug and alcohol rehabilitation center

COUNSELING

- [CornerStone Family Services](#) Non-profit, faith-based counseling and coaching organization including marriage and premarital counseling, adolescent and teen counseling, individual and group counseling. Offers reduced fee adjustments (scholarships) for those with qualified need in order to provide access to counseling for those with limited means to pay for services.
- [Spirit of Peace Counseling](#) - Joe Geig, (614) 442-7650
- [Beacon Center for Counseling](#) - Tony Donato, (614) 890-8262 extension 716
- [The Care Center](#) - Pete Lobert, PCC, (614) 454-6765