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# URBAN ABBEY

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Coffee | Cause | Communion

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## Our Vision

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We are a space of radical hospitality connecting people to God and one another in everyday life.

## Hospitality

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From local milk to reclaimed wood tables, whether for worship or the Farmers Market, we welcome everyone just as they are. We are a space of authenticity, engaging God's presence in the real stuff of life.

## Connection

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We reach out to our community from a place of deep faith. We connect with God to go out and change the world. We are not waiting for people to find us; we want to meet as many people as we can, connect, and share love.

## Generosity

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We believe that to explore generosity we must practice it. It is risky, but we give 10% of our coffee bar sales to local non-profits. Every month we have a different partner. Our giving is more than in-kind goods; we provide significant financial resources to do life-giving work in the community.

## Pastoral Care Team

### The Foundation of our Work: Why we do Pastoral Care?

"Pray for me." This is the request that can greet us in most surprising places and ways. Perhaps you have said it yourself. Perhaps you have been asked to pray and responded yes...but life got busy or you forgot or you said yes but thought...what does that mean? Our Pastoral Care team is about intercession. This is about standing with a person in the hard spaces, supporting, listening, asking questions to invite further reflection, and praying. This is making time and space for the needs and cares of others.

Pastoral care is the work of the whole people of the church and we are called to hear one another, care for one another and stand beside one another.

"The words *pray for me* signal a person in need. And when someone is in need- because of illness, a broken relationship, loss of work, a spiritual crisis or grief, it is as if he or she is carrying a heavy bucket- a bucket filled with emotion, filled with grief, filled with confusion, filled with disappointment.

A person in need or in grief is carrying around this bucket of emotion. An intercessor is one who comes alongside that individual with an empty bucket. The person in need gives his or her agenda to the intercessor; and the intercessor receives that agenda as the work of God, namely prayer. Intercession is carried out by those with space in their lives to include the needs of others: family, friends, congregations, communities and the world."

*-Pray for me: the Power of Praying for Others* by Kenneth H. Carter Jr.

### How we do Pastoral Care?

We offer a ministry of presence that says we are here to listen, pray and support. We do this after worship services, in hospital rooms, in moments of crisis and over cups of coffee. Our baristas do this with every latte as they listen to stories of our community members whether they are worried about sick parents or healing from their heart breaks.

### What Pastoral Care Team members do?

Pastoral Care Team Members are faithful disciples who actively seek to fulfill the agreements listed in our Urban Abbey Discipleship Covenant. This includes weekly attendance, prayers for the community, giving, serving, participating in small groups and investing in others and bringing them into community.

## Pastoral Care Team Members are responsible for:

- Completing introductory training on pastoral care.
- Attending pastoral care team gatherings twice a year to offer support to one another and develop pastoral care skills.
- **Offering pastoral care to the Urban Abbey community after one service each month**, which includes the following:
  - Being a non-anxious and loving presence.
  - Listening with compassion.
  - Praying with guests as appropriate.
  - Collect prayer requests from worship and pray for them before you go home.
- Visiting convalescing Urban Abbey community members at home or in the hospital as directed by Urban Abbey pastoral staff.
- Keeping all pastoral care concerns confidential with the exception of sharing concerns with the Urban Abbey pastoral care staff when appropriate.

## Key aspects of the work of the Lay Pastoral Care leaders:

- Boundaries
  - Keeping all pastoral care concerns confidential with the exception of sharing concerns with the Urban Abbey pastoral care staff when appropriate.
  - Being aware of the limitations of one's own training and role; and referring to professional resources as needed.
  - Don't call someone sweetie or honey.
  - Don't share about yourself because you feel the need to talk.
  - Use touch sparingly. It can be a powerful tool. It can be healing and comforting or confusing and unwelcome. Use only when it serves a good purpose, the persons needs not your own. Ask permission first. "Would you like to hold hands for prayer?" "Would you like a hug?"
  - Do not give advice or try to solve problems.
- Listening
  - Prepare mentally, clear your thoughts, be a non-anxious presence. Do not try to think of answers ahead of time.
  - Prepare physically: sit facing the person, make eye contact, lean forward, have materials you need with you, eliminate distractions like a cell phone.
  - Prepare spiritually, pray for your time of service in advance.
  - Pay attention: do not interrupt, listen more, be attentive, listen to how something is said, listen for what is left unsaid

- Try to be understanding: do not make assumptions, be empathetic, offer feedback, repeat and or paraphrase what is said.
- Reflect and wait: help people consider how to live in chaos or wait until the right solution is seen clearly. Do your best not to issue judgment statements. When you don't feel like you have words it is ok to be honest, "Thank you for sharing with me, I am having a hard time finding words."
- Questions for when you are in the moment of listening
  - Tell me more about that?
  - How did this make you feel?
- More difficult sessions
  - Assessing Suicidal People
    - Be aware of statements that might show intentional self-harm
    - Ask if they are thinking about hurting themselves.
    - Ask if they have already done something to hurt themselves.
    - Ask if they have a plan to do something to hurt themselves. Refer them to hotlines and local services.
    - If you suspect a person is a danger to themselves, connect with the Pastor and we will call 911 to report it.
    - Remember you are not a therapist and you are not responsible for the choices other people make. Seek care for yourself as you need it.

## The Sunday post worship session:

- Getting started
  - Thank the person for meeting with you.
  - Remind them that it takes courage to share.
  - Name that this is safe space to cry, if needed.
  - Name that you will be present for a half-hour together.
  - Share that you are honored that the person would be willing to share with you and that you will hold their concerns in confidence and keep them in prayer through the week.
- Closing prayer
  - After 25 mins thank them for trusting you with their story and ask them how can I pray for you.
  - Use their name
  - Helpful phrases, in addition to what they ask you to pray for:
    - Loving God, we know you are present with us in all times and situations.
    - May — experience the comfort of your presence.

- Grant — peace and hope.
- May — feel the resilience of your spirit that is seeded deep within.
- We pray this in your holy name, Amen.
- Things you should not say (but don't be shocked if someone says it to you):
  - o God has a plan.
  - o God only gives you what you can handle.
  - o You will be fine.
  - o Don't worry so much.
  - o What goes around comes around.
  - o Everything happens for a reason.
  - o That can't be true.
  - o God wills this.