

VISITATIONS

Policy

Through personal caring and visitation, members of Metropolitan United Church and the Minister of Pastoral Care provide a connection to the Church for those members unable to attend worship services regularly; e.g., those in long-term care homes, retirement homes, their own homes.

Procedures for Members

1. Metropolitan visitors visit with members unable to attend worship services regularly, provide a listening ear to their interests (e.g., family, home town, background, surroundings, etc.), and ultimately want to remind members that they are part of Metropolitan's church family. If comfortable, they may offer a prayer before departure.
2. Phone and/or in-person visits are kept confidential and are usually not too long.
3. For in-person visits, members wear name tags provided by the office staff, and may take some Metropolitan pamphlets about upcoming events.
4. Members make visitations in their district at least three times a year – at Easter, Thanksgiving and again at Christmas.
5. Members act as a liaison between the visiting Minister, the office, and the church member.
6. The date of each visit is recorded in the pocket calendar provided to each Metropolitan visitor. Any updated information (e.g., address or phone number changes) is provided to the Visitations Team Coordinator and to the office.

Procedures for the Minister of Pastoral Care

1. It is a priority for the Minister of Pastoral Care to visit Metropolitan's members in hospital and those in ill health at home.
2. Notification of illness in our church community depends on a family member, a friend or a neighbour.
3. As soon as he is aware of a member's illness, the Minister of Pastoral Care responds promptly with a visit (e.g., after worship services, upon receiving a phone call).
4. The Minister of Pastoral Care is regularly informed about illness amongst our members whenever ...
 - a. staff are aware,
 - b. he receives a phone call at home or at the Church, or
 - c. others verbally pass along news of an illness.
5. Metropolitan encourages Pastoral Care to work on and develop a plan of visitation not only to our members in Long Term Care Homes ("Nursing Homes") and Retirement Homes, but also to those members who reside in their own homes and are no longer able to come to church. Visitation could be done by a form of the former Teleministry program and/or home visitation by a trained team of volunteer visitors.
6. In September each year, the Minister of Pastoral Care reviews the Risk Management policy and this policy with the Visitations Team. If changes are made to this policy, it is sent to the Board for approval.

Related Metropolitan Policies

Risk Management Policy

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Approval Meeting of Board of Elders:	September 2013
Approval by Visitations Team Coordinator and Minister of Pastoral Care:	September 2013
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Group/Committee Responsible:	Visitations Team and Minister of Pastoral Care