



THE BEFRIENDER

NEWSLETTER OF THE BEFRIENDER MINISTRY NATIONAL OFFICE

THE SAINT PAUL SEMINARY SCHOOL OF DIVINITY OF THE UNIVERSITY OF ST. THOMAS

Care and Support for Caregivers

by Gretchen Scheffel and Deb Seaberg

According to estimates, 80 to 90 percent of care for older adults is provided by a family member. It is likely that at some point in our lives, each of us will become a caregiver.

Caregiving can be a satisfying and rewarding experience. For many, it can be a joyous expression of love to help someone live safely and independently in his or her own home and community. But there are also many stresses and exhausting demands that caregivers face each day. All caregivers experience emotional, physical, or economic stress. Some experience all three. Caregivers frequently experience feelings of guilt and frustration. These feelings often lead to isolation or health problems.

Take a Break

Taking a break is considered to be one of the most important things a caregiver can do to sustain the ability and desire to care for loved ones on a continual basis. Caregivers often tell themselves they cannot or should not take a break, because they feel they are the only ones who can give proper care to their loved ones. Guilt may also be a contributing factor. Caregivers tend to focus their attention on the needs of the care receiver and deny themselves from enjoying any type of leisure or pleasurable activity. It is extremely important for caregivers to recognize their own right for support.

Caregivers can ask themselves helpful questions to assess their need for support.

- “Am I getting enough sleep, food, and exercise?”
- “Am I feeling sad, crying, or losing my temper more than usual?”
- “Do I feel lonely or all alone?”

Answering “yes” to any of these questions is a sure sign that it is time to reach out and seek support.

Identify Community Resources

Even when caregivers recognize their need for support, they may not know what is available. A variety of services within the community offer support to older adults and their caregivers. The following are just a few of the services available in many local communities.

Adult day centers offer social, recreational, and therapeutic activities to older adults who need supervision during the day.

Respite care volunteers are available to provide companionship and supervision to individuals while allowing the caregiver an opportunity to take a well-deserved break.

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OUR MISSION

BeFriender Ministry educates, forms and supports women and men as leaders for a listening ministry of care. Based on a model of mutuality, this national and ecumenical ministry heals hearts, energizes communities and transforms a suffering world.

A Word to You

From Susan Niemi, Director
of BeFriender Ministry

The Baptism of Our Lord is celebrated Sunday, January 11. We hear about Jesus' Baptism by the Spirit in Luke 3:21-22. Then after his wilderness experience, Jesus begins his public ministry.



Baptism is also our call to ministry. One way we can remain faithful to that call is by serving the gospel through our volunteer activities both at church and in the wider community.

BeFriender Ministry meets ever-growing needs for pastoral care primarily through its volunteers. Seventy percent of all BeFriender coordinators are volunteers as are all BeFrienders. Volunteers also serve the ministry by working with the national office (see "Thanks to Our Volunteers" on Page 7). Over the years, BeFriender volunteers have devoted countless hours to living out their call to ministry by being a listening presence.

Take a minute to think about all the volunteers you know who are associated with BeFriender Ministry. Give thanks to God for them. How can you thank those volunteers for their ministry in person or with a note?

Then review the information about our Volunteer Recognition Awards on Page 3 and nominate someone you believe deserves special recognition. We look forward to hearing from you. ■

Continued from the previous page

Home health services may include nursing or personal care, and/or physical, occupational, and speech therapy.

Support groups can be a valuable source for comfort, advice, and understanding. ■

Gretchen Scheffel, MSW, LGSW, and Deb Seaberg, MSW, LGSW, were presenters at the Fall 2003 BeFriender Day in St. Paul, Minn, on "Issues of Aging: Senior Depression and Caregiver Burnout." Their company, Circle of Life Aging Services, offers services to the elderly and their families and to persons exploring long-term care insurance. They also provide training and project support. You can contact them at (952) 432-0571 or www.circleoflifemn.com.

Ask Caregiver Carrie

Dear Carrie: My grandmother is 95 and still in her own home but is confused at times. What should we do? When is it the right time to move her into an assisted living apartment?

Carrie says: There are many things to consider, including your grandmother's wishes, when thinking about moving her. Ensuring her understanding and dignity can help ease the transition. Many community-based services can help individuals stay in their homes safely. To get started, examine these areas:

- **Safety.** Is she safe and able to care for herself? Is the home secure, accessible, and in good repair?
- **Personal Care Needs.** Can she safely take care of her daily needs? Consider bathing, grooming, meal preparation, house-keeping, and medications.
- **Health.** What causes confusion for her? Consider a thorough medical evaluation, nutritional status, current medications, and depression.
- **Finances.** Does she have the financial resources for maintaining the home and/or paying for services?

The county can conduct an assessment to determine eligibility for financial and service assistance. Private care managers also offer comprehensive assessments, recommendations, and assistance with care and coordination of services. If you decide that a move is necessary, visit several places to ensure a good fit for your grandmother.

"Ask Caregiver Carrie" is a regular feature in the monthly newsletter from Circle of Life Aging Services in St. Paul, Minn. Used with permission.



The BeFriender is published quarterly by BeFriender Ministry, The Saint Paul Seminary School of Divinity of the University of St. Thomas, 2260 Summit Ave., St. Paul, MN 55105-1094; phone (651) 962-5775; fax (651) 962-5790; BeFriender@stthomas.edu; www.BefrienderMinistry.org.

Editor: Joanne Hansen

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The First Annual BeFriender Ministry Volunteer Recognition Awards



Volunteers are the lifeblood of BeFriender Ministry. Over the years, they have devoted countless hours to living out their call to this ministry of listening presence. We want to be sure they are recognized for their contribution. We are pleased to announce the first annual BeFriender Ministry Volunteer Recognition Awards.

We are grateful for each person who volunteers. We invite you to nominate someone who exemplifies the skills and attitudes needed to provide a listening presence. We hope you will take the time to tell us about a BeFriender Ministry volunteer whom you believe deserves special recognition.

Nomination Categories

- Outstanding BeFriender
- Outstanding BeFriender Leader
- Outstanding BeFriender Group

Deadline:
February 9



Nomination Guidelines

Who Can Be Nominated

Anyone who volunteers for BeFriender Ministry.

Who Can Nominate

Nominations in all three categories can be from BeFrienders, coordinators, pastors, or church staff. Self-nomination also is acceptable.

Selection

A national office staff member, a member of the national office advisory committee, a BeFriender, and a coordinator will serve on the selection committee.

Award

The recipient in each category will receive a certificate and a framed print.

Deadline for Nominations

Monday, February 9, 2004. Recipients will be announced in April.

Questions

If you have questions, please call (651) 962-5775 or 1 (800) 328-6819, ext. 25775.

Submitting a Nomination

Include the following:

- Your name, address, phone number, and relationship to the nominee (*this information will remain confidential and will not be disclosed to nominees*)
- The nominee's name, address, and phone number
- The name and address of the nominee's church or organization
- A statement of 500 words or less describing the nominee's service to BeFriender Ministry (see "Points to Consider" below)

Send your nomination to the address below or submit an online form at befrienderministry.org.

BeFriender Ministry
2260 Summit Avenue
Saint Paul, MN 55105

Points to Consider

Volunteers demonstrate their support for BeFriender Ministry and its mission in many ways.

Attitude is demonstrated by a willingness to learn and grow, mutuality, teamwork, and going above and beyond the assigned role.

Skills are demonstrated by active listening, nonjudgmental communication, and the ability to become aware of one's assumptive world and grow from that awareness.

Program support is demonstrated by seeking opportunities to befriend, expanding the program within your setting or beyond, finding innovative ways to publicize BeFriender Ministry, and regularly evaluating the program for the purpose of improvement. ■

Workshops and Events in St. Paul, Minn.

Registration Form for St. Paul, Minn., Events and Workshops

Use this registration form for workshops and events in St. Paul, Minn. Contact the appropriate regional convener to register for workshops at other locations. *Please copy this form for each event and for each person registering. Thank you!*

List the title and date of the workshop for which you are registering:

Title _____

Location: St. Paul, Minn. (Call the appropriate regional convener listed on Page 5 to register for or inquire about workshops at other sites.)

Date(s) _____

Your name _____

Preferred mailing address for BeFriender Ministry mailings:

The address above is my:

home work church or agency

Home Phone _____

Work Phone _____

Fax _____

E-mail _____

Church/agency: If the name, mailing address and phone number of your church or agency are not listed above, please provide that information here:

Name _____

Address _____

Phone _____

Denomination _____

Special needs: If you have special needs for the workshop (dietary, access, etc.), please check here. Someone from the BeFriender Ministry staff will contact you.

Your current role (check all that apply):

- Professional staff
- Volunteer minister
- Trained BeFriender
- Trained BeFriender coordinator
- Other _____

Your program (check all that apply):

- A paid professional with BeFriender coordinator training is on staff at my church/agency. Staff person's name: _____
- New BeFriender Ministry program
- Existing BeFriender Ministry program
- To be determined

Lodging: See note at the bottom of this page. If you would like lodging at the seminary residence, please complete the following.

Female Male

Number of nights lodging requested _____

Arrival date and time _____

Departure date and time _____

If attending the two-weekend Foundations workshop, please list arrival and departure dates and times for the second weekend:

Arrival date and time _____

Departure date and time _____

PAYMENT

Total due: \$ _____

- A check in the amount of \$ _____ is enclosed (payable to BeFriender Ministry)
- Please charge \$ _____ to my credit card (complete the information below):
 - MasterCard VISA

_____ Name on card (please print)

_____ Card number

_____ Expiration date

_____ Signature

CORE COURSE

Foundations for BeFriender Ministry

Location: St. Paul, Minn.
(Course description on Page 6)

Cost and Deadline:

- \$550 if we receive your registration and deposit at least 14 calendar days prior to the first day of the workshop.
- \$600 if we receive your registration and deposit fewer than 14 calendar days prior to the first day of the workshop.

Deposit Due: A non-refundable deposit of \$100 is due when you register to reserve your space in the workshop. The remaining balance is due at the start of the workshop.

- **January 26-30, 2004**
Mon.-Fri.: 9 a.m.-5 p.m.
- **April 22-24 and April 29-May 1, 2004**
(You must attend both weekends)
Thu.: 6-9:30 p.m.; Fri.-Sat.: 9 a.m.-5 p.m.
- **June 14-18, 2004**
Mon.-Fri.: 9 a.m.-5 p.m.
- **July 12-16, 2004**
Mon.-Fri.: 9 a.m.-5 p.m.

FOCUS COURSES

Listening: The Heart of Ministry

- **Wed., February 4, 2004**
9 a.m.-5 p.m.
- Location: University of St. Thomas, St. Paul, Minn.
- Deadline: **Wed., January 21**
- Cost: \$95 if registered and paid on or before the deadline
- Add \$25 if registering or paying after January 21

The Model for Ministry Reflection

- **March 10 and 17, 2004**
(You must attend both days)
Tuesdays: 9 a.m.-5 p.m.
- Location: St. Paul, Minn.
- Deadline: **Wed., February 25**
- Cost: \$220 if registered and paid on or before the deadline
- Add \$25 if registering or paying after February 25

Lodging is available in St. Paul, Minn., at The Saint Paul Seminary residence on a limited basis. The seminary lodging consists of one air-conditioned room (single occupancy) with a shared bath. More details about the accommodations will be included with your confirmation packet, which you will receive two weeks before the workshop. Room fees for the seminary residence are as follows:

- 1-4 nights \$45 per night
- 5-7 consecutive nights \$225
- 4+ non-consecutive nights (applies to 2-weekend Foundations) \$45 per night

Information by Location

Interviewing with Mutuality: Strengthening Your BeFriender Ministry

- **May 11-12, 2004**
Tue.-Wed.: 9 a.m.-5 p.m.
- Location: University of St. Thomas,
St. Paul, Minn.
- Deadline: **Tue., April 27**
- Cost: \$220 if registered and paid on or
before the deadline
- Add \$25 if registering or paying after
April 27

BEFRIENDER DAY

Spring 2004 BeFriender Day

(More information on Page 6)

- **Sat., March 27, 2004**, 9 a.m.-noon
- "Storytelling" presented by Dr. Nick
Nissley, Chief Learning Officer and
Director of Organization Development,
Milton Hershey School, Hershey, Penn.
- Location: University of St. Thomas,
St. Paul, Minn.
- Look for more information in February

You can register on the Web
for workshops and events
in St. Paul, Minn.



www.befrienderministry.org

Workshop Cancellations

In order to be good stewards of funds, BeFriender Ministry may cancel workshops with fewer than the minimum number of participants. If a workshop is cancelled, your fee will be fully refunded or, at your request, applied to a future registration.

Workshops and Events at Other Locations

To register for a workshop listed below or to get more information, contact the regional convener listed. Workshop costs will vary somewhat from region to region.

VIRGINIA

Foundations for BeFriender Ministry

(Course description on Page 6)

- **March 1-5, 2004**
Mon.-Fri.: 9 a.m.-5 p.m.
- Location: Richmond, Va.
- For more information or to register:
Margaret Johnson, (804) 266-2715

New Regional Convener

We welcome **Sr. Marci Blum, OSF**, as the new regional convener for Dubuque, Iowa, and the surrounding area. Sr. Marci is the director of the Office of Family Life and Adult Faith for the Catholic Diocese of Dubuque.

We also welcome **Virginia Feeney** as the new regional convener for the Kansas City-St. Joseph, Mo., area. Ginny is with St. Therese Catholic Church in Kansas City.

We extend our thanks to **Sr. Alice Smitherman** for serving as the interim regional convener until Ginny assumed the role.

REGIONAL CONVENERS

Regional conveners are a source of ongoing support for BeFriender coordinators outside the Twin Cities area of Minnesota. They host Foundations for BeFriender Ministry workshops and provide continuing education opportunities in their regions.

Colorado - Colorado Springs

Mary Jo Bay.....(719) 776-8242

Iowa - Dubuque

Sr. Marci Blum(563) 556-2580
Ext. 298

Iowa - Sioux City

Kay Morrissey.....(712) 233-7532

Michigan - Lansing

Judy Scharf.....(801) 229-8624

Michigan - Saginaw

Leona Sullivan.....(989) 797-6671

Minnesota - Crookston

Bernadette Dunn.....(218) 281-4533

Minn./Wisc. - Duluth/Superior

Dick Frost(218) 724-9111

Missouri - Kansas City

Virginia Feeney.....(816) 741-2805
Ext. 218

Montana - Helena

Sharon Amor.....(406) 442-7842

Nebraska - Omaha

Rev. Grant Story.....(402) 891-8300

Ohio - Toledo

Louis Cocchiarella.....(419) 244-6711

Texas - Austin

Barbara Budde512-836-1213,
Ext. 203

Virginia - Richmond

Dennis Beeman.....(804) 359-5661

Wisconsin - Green Bay

Mary Sherman (920) 437-7531,
Ext. 8300

Workshop Descriptions

Core Course

Foundations for BeFriender Ministry is the core course of the program.

Foundations for BeFriender Ministry

Audience

- Clergy and pastoral staff members with responsibility for lay ministry
- Lay volunteers called to pastoral care

Program

This 35-hour workshop is the basic course for your lay ministry leadership team (clergy, pastoral staff and/or lay volunteers). It provides comprehensive leadership training, formation and program components for implementing and maintaining a lay ministry of pastoral care. It also furnishes an important foundation for any outreach (3.5 CEUs).

Objectives

- Learn the theological and philosophical basis for this ministry
- Learn and practice respectful communication and listening skills
- Learn, practice and facilitate a process for reflecting on your ministry
- Receive tools and learn the steps for organizing, implementing and maintaining your local BeFriender Ministry
- Develop insights into the kinds of situations encountered by lay ministers

Focus Courses

Focus courses explore in more depth topics covered in Foundations.

The three focus courses are:

- **Listening: The Heart of Ministry**
- **Interviewing with Mutuality: Strengthening Your BeFriender Ministry**
- **The Model for Ministry Reflection**

For more information on these courses, call (651) 962-5775 or 1 (800) 328-6819, ext. 25775.

Workshop dates are listed by location on Pages 4 and 5.

BeFriender Day in St. Paul

BeFriender Days are offered at several locations throughout the country. Contact the regional convener nearest you (see Page 5) for the schedule in your area.

Spring 2004 - March 27

Audience

- BeFrienders and BeFriender coordinators
- Anyone interested in the topic

Topic

Storytelling. Details to be announced later.

Presenters

Dr. Nick Nissley is the Chief Learning Officer and Director of Organization Development, Milton Hershey School, Hershey, Penn. Nick completed his doctoral studies at the George Washington University, Graduate School of Education and Human Development, in Washington, DC. Prior to joining the staff at the Milton Hershey School, Nick was a professor at the University of St. Thomas in St. Paul, Minn. His background also includes work in the mining and healthcare industries.

While at the University of St. Thomas, Nick taught courses on organizational storytelling in the doctoral program in organization development and the Center for Nonprofit Management. His research interests are in the area of how the arts inform our understanding of organizational life.

He has consulted and presented to a variety of client organizations, including: schools, government, for-profit, non-profit, and faith-based communities. He seeks to help organizations understand the power of story in organizational life. Nick's passion is grounded in helping people give voice to their story.

Nick has performed semi-professionally with Playback Columbus, which uses a form of improvisational theater in which the audience members tell stories from their lives and watch them enacted on the spot.

Date

More information for Spring 2004 BeFriender Day in St. Paul, Minn., is on Page 5. ■

National Office News

New e-Services Added

BeFriender Ministry is adding two new e-services in January.

The **Coordinator Resources** page on the Web site is your online library of tips and tools for effectively leading and managing your program. The page has information in three categories:

- Training BeFriender candidates
- Supporting and supervising BeFrienders
- Administering and maintaining your program

Specific topics will be based on your suggestions and needs. Check the site for quarterly updates.

Coordinator's Connection is an interactive, online tool for sharing ideas and issues with fellow coordinators. It will be moderated by Barb Schwery and Julie Berg of the national office staff.

This service will put you in touch with peers who can provide support and a "virtual" listening presence for the challenges of leadership. To learn what other coordinators are doing in their BeFriender Ministry programs, join the group. Through this service, you can request information from other coordinators and share documents and ideas for recruiting, training, and program administration.

Access to e-Services

Coordinators will receive a letter in January with more details about these e-services. ■

We are each a thread woven into the vast web of the universe, linked and connected so that our lives are irrevocably bound up with one another.

- Sue Monk Kidd

Recommended Resources

Videos

Pastoral Care (Fisher Productions, 1999)

This six-video series, written by a hospital chaplain and a pastor, is a good source for continuing education for BeFrienders. While the person receiving care is often called the "patient" in the video, the information is readily applicable to any befriending situation and to any Christian pastoral caregiver.

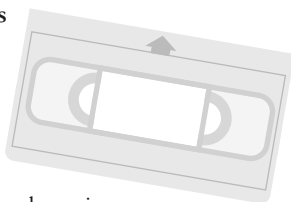
Each video is about 25 minutes long and stands on its own. Each begins with an example of a pastoral care situation told from the point of view of the caregiver. (These examples could be used as the presenter's story for practicing ministry reflection.) Woven throughout the series are reminders that listening and a non-anxious presence are constants in all pastoral care situations.

St. Anthony Messenger Press (1-800-488-0488) distributes the videos, which are available for \$29.95 each. The full set is \$150.

An Overview of Pastoral Care is a general look at pastoral care. This video would be an excellent tool when recruiting new BeFrienders or to remind parishioners what BeFrienders do. *Highly recommended.*

Building Skills

includes topics such as listening, uncovering the meta-story, assessing a person's spiritual state, knowing when to make referrals, and the importance of self-care. *Recommended.*



Assessing and Discerning builds on the insights of "Building Skills" for understanding the other person's needs. *Recommended.*

Pastoral Care for People with Cancer helps the pastoral care provider understand the experience and how to "be there" for someone enduring it. *Highly recommended.*

Pastoral Care for Those Living with HIV/AIDS begins with a 15-minute

Materials Order Form

Mail: BeFriender Ministry, 2260 Summit Ave., St. Paul, MN 55105
Fax: (651) 962-5790
Phone: (651) 962-5775
Web: befrienderministry.org

YOUR NAME _____

SHIPPING/BILLING ADDRESS (no P.O. boxes):

The address above is my: home church/agency

Phone number: (____) _____

- _____ Pins @ \$5\$_____
- _____ Candles @ \$15\$_____
- _____ Tree rings @ \$12\$_____
- _____ Glass cups @ \$5\$_____
- _____ Gift box for glass cup @ 20¢ ...\$_____
- _____ Note cards, boxed set of 10 with envelopes @ \$8/set\$_____
- _____ Candidate training manuals: 1-10 @ \$20; 11+ @ \$18.50\$_____

SUBTOTAL\$_____

Shipping and handling fee (call 651-962-5775 if pre-paying by check)\$_____

TOTAL DUE\$_____

PAYMENT

- Send the invoice with the materials
- I have enclosed a check for \$_____ (payable to BeFriender Ministry)
- Charge my credit card for the total due (complete the credit card information at the right)

SHIPPING AND HANDLING

Please allow 2 weeks for processing and shipping. Most orders are shipped via UPS Ground. If faster delivery is requested, you will be billed for any additional charges. Prices are subject to change. Shipping/handling costs depend on the total weight and size of the order.

If your church or agency has a trained BeFriender coordinator, an invoice will be sent with your shipment. If you prefer to pre-pay by check, call (651) 962-5775 to determine the amount of the shipping/handling fee.

CREDIT CARD INFORMATION

To pay the total due by credit card, please provide the following:

Master Card VISA

Name on card (please print)

Card number

Expiration date

Signature

overview of the disease, its history, and current therapies. The rest mentions some do's and don'ts of ministering to people with HIV/AIDS, but mainly focuses on how caring for them requires the same skills and compassion required in other situations. *Highly recommended.*

Pastoral Care of the Dying provides practical insight and inspiration to encourage the pastoral care provider to stay in the tension of this time as a person of faith. *Highly recommended.*

Books

Daily Comforts for Caregivers, Pat Samples, Fairview Press, 1999.

This book is a favorite of Gretchen Scheffel and Deb Seaberg, the authors of our feature article "Care and Support for Caregivers." ■

Thanks to Our Volunteers

We are grateful for these volunteers who assisted the national office with a fall mailing and fall BeFriender Day.

Stephen Debner from St. Stephen's Episcopal Church, Edina, Minn. **Sara Hong, Joyce Miller, and Nancy Westerberg** from St. Michael Lutheran Church, Bloomington, Minn. **Judy Aubert** from Church of the Holy Name, Minneapolis, Minn. **Mary Lou Campion, Myrna Sonsalla, and Arlene Welbes** from Our Lady of Peace Church, Minneapolis, Minn. **Becky Monson and Linda Wilkins** from Hennepin Avenue United Methodist Church, Minneapolis, Minn. **Greg Buckner, Joan Fitzgerald, Alan Grohman, Theresa Grohman, and Patricia Mallory** from St. Patrick Catholic Church, Saint Paul, Minn.

Volunteers' generous gift of time saves BeFriender Ministry much-needed funds.



BEFRIENDER MINISTRY
 The Saint Paul Seminary School of Divinity
 University of St. Thomas
 2260 Summit Ave.
 St. Paul, MN 55105-1094

Nonprofit Organization
 U.S. Postage
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 University of St. Thomas

Join BeFriender Ministry's Circle of Supporters

Your support today will help meet the ever-growing need for pastoral care.

Name: _____
 Address: _____

The address above is for my:

Home Church or Agency Other _____

I am a: BeFriender Coordinator
 Staff person Friend

I want to give a gift today in the amount of:

\$25 \$50 \$100 \$250 \$_____

Check all that apply:

- A check is enclosed (payable to BeFriender Ministry)
- I have also enclosed my employer's matching gift form
- Charge my credit card. *Complete the information below:*

VISA MasterCard

Name on card _____

Credit card number _____

Expiration Date _____

Signature _____

Your gift to BeFriender Ministry is tax-deductible.

- LISTENING CIRCLE
\$1-49
- BEFRIENDING CIRCLE
\$50-99
- HEALING CIRCLE
\$100-249
- CARING CIRCLE
\$250-999
- LEADING CIRCLE
\$1,000-4,999
- ENERGIZING CIRCLE
\$5,000-9,999
- TRANSFORMING CIRCLE
\$10,000 & OVER

**THANK YOU FOR
YOUR GIFT!**

Expressing Faith

As Christians we are called to ministry, to express our faith in action.

Your financial gifts *are* ministry, because they are used for action. Your gifts ...

... widen communities' circles of care,

... ensure that God's love and presence are felt by those who are experiencing pain and sadness,

... provide opportunities for BeFrienders – and those they befriend – to grow in faith,

... promote one-to-one caring relationships based on mutual respect and understanding.