

# MINISTRY PLAYBOOK

HOME/HOSPITAL VISITATION TEAM

SEPTEMBER 2023 // WORKING DOCUMENT  
THIS PLAYBOOK IS STILL IN DEVELOPMENT



GRACE CHURCH

# STATEMENTS & VALUES

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## Vision Statement

*We are one church in many locations, multi-cultural and multi-generational, spreading the hope of Jesus until everyONE hears.*

## Mission Statement

*We want everyone to Encounter God, Grow in Grace and Knowledge, Engage in Community, and Go Make a Difference.*

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# **YOUR JOURNEY AT GRACE**

## **ENCOUNTER**

Salvation.

Baptism.

New Believer's Course.

## **GROW**

Membership Class.

Campus Social.

## **ENGAGE**

Life Groups.

Freedom.

The ONETeam.

## **GO**

Family.

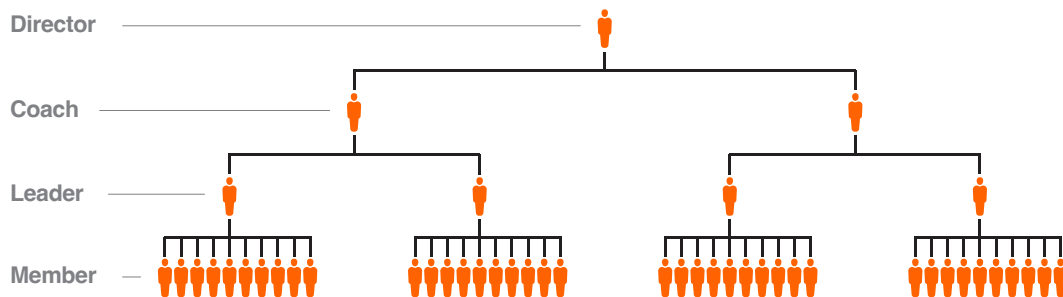
Community.

Missions.

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# THE LEADERSHIP PIPELINE



## Director.

*ONETeam Directors provide leadership, development and accountability for ONETeam Coaches. As a member of the Campus Lead Team, these Directors turn strategy into action and ensure the objectives of the ministry playbooks are met.*

## Coach.

*ONETeam Coaches support ONETeam Leaders. These dynamic individuals are focused on leading teams of 1 to 5 ONETeam Leaders.*

## Leader.

*Teams are made up of no more than 10 Members, led by a ONETeam Leader. The role of the Leader is critical to “running the play” for the ministry.*

## Member.

*The backbone of volunteerism at Grace Church is The ONETeam Member! These are the hands and feet of ministry.*

This illustration represents the Leadership Pipeline in an ideal state. This will be developed over time with Campus Leadership.

# STATEMENT OF PURPOSE

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*The purpose of the Visitation Team is to provide exceptional care when a member is at home or in a hospital or facility due to an illness.*

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# ROLES

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## *Team Organization Chart*

**Campus Pastor**

**Associate Campus  
Pastor/Director**

**Member Care  
Director**

**Home/Hospital  
Visitation Member**

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# POSITIONS

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*Below are the roles associated with the organization chart above. Remember, this pipeline is designed to scale with the size of the department and campus. These roles have been listed in order of what is recommended to scale to.*

## **Member Care Director**

*Assign the volunteer to visit the members in the home/hospital.*

## **Campus Admin**

*Communicate visitation requests and prayer needs to the appropriate volunteer.*

## **Home/Hospital Visitation Member**

*Coordinate with the campus admin and a family representative to schedule a 10-15 minute visit. Report back the nature of the visit to the Campus Admin/Daphne software.*

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POSITIONS

# RESPONSIBILITIES

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## Before Visit

*Prior to visit, call the member or family representative to confirm the request for visitation and confirm where they are located and their room number. It is best to visit the member during normal visitation hours. Women will always visit with women and men will always visit with men. If you are dealing with any health symptoms, please do not visit the member. If you are unable to conduct the visitation, please let the Campus Admin know.*

*Please prepare yourself through praise, worship, and scripture before arriving at the hospital.*

## During Visit

*Please bring your Grace Church identification lanyard, Bible, and anointing oil. Always visit the Information Desk first to confirm the room number of the patient and verify that the patient is in their room and appropriate to receive the visit.*

*Please wash your hands prior to entering the hospital room and put on necessary personal protective equipment when and where applicable. Please knock lightly on the door and wait to be invited in. Identify yourself before entering as the patient/family may think you are a medical professional.*

*If the patient is out of the room, meeting with the medical staff, or asleep please leave a card with the time and date of your visit.*

*As you enter the room, please give an introduction, for example "Our Grace Church family wants to make sure you are being taken care of and they have allowed me the opportunity to come and visit." If the patient is eating, please offer to come back in 15 minutes. The room door should be left open if a family member is not present, and your visit should be no longer than 10 minutes.*

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RESPONSIBILITIES



*If a medical professional enters the room during the visit, it is best to exit the room. During your conversation ask them “how are things going today?” and not “Why are you here?”*

*Ask the patient, “How can we agree with you in prayer?” You are welcome to read a healing scripture to encourage the patient’s faith. Offer a brief prayer according to their faith level, praying for God’s healing and anointing on them.*

*When closing out the visit, please give the patient or family member your business card and if they ask for future visits, please refer them back to the home/hospital request form. Thank them for their time, wash your hands and exit the room.*

## **After Visit**

*Update Daphne software and report to the Campus Admin of your ability or inability to visit the member.*

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**RESPONSIBILITY**

# ENVIRONMENTS /MATERIALS

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*All visits will be off Grace Church property, therefore environments and materials may be subject to what is available at the location of your visit. Please be aware of this as you plan and prepare for your visit.*

## **Special Circumstances**

*If warranted, an additional meeting with the campus admin to discuss the visit can be arranged. If the patient is about to be discharged, the visit should be postponed. If their condition worsens, please postpone the visit and stay in touch with the family representative. If the patient passes away, coordinate the next visit with the family representative and campus admin.*

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ENVIRONMENT  
/MATERIALS