

KTTFC Pastoral Care Area



In addition to the physical care offered by medical and dental clinics and offices here in Kenosha, KTTFC also focuses on the spiritual and emotional care of participants. The Pastoral Care volunteers allow KTTFC to offer such a focus and are comprised of *Clinic Chaplains and Clinic Guides*. Both are personal and spiritual caregivers whose primary goals are to serve the emotional, physical, spiritual, and personal needs of the people taking advantage of our services.

Clinic Chaplain Responsibilities

Members of this team will look for moments of openness in participants to share the Good News.

- ✓ When Clinic Guides are escorting clients, Clinic Chaplains can approach the CG and offer support to share the Good News, if needed.
- ✓ Clinic Chaplains can approach client(s) walking alone, befriend them and guide them to a CG or to the area for which they are looking.
- ✓ If language is a barrier to communication, Clinic Chaplains can request a translator from the Volunteer's table who will walk with them and the client and translate the conversation between them.
- ✓ Clinic Chaplains should be receptive to listen to the emotional and spiritual needs of the participants and respond with empathy and support. Some other appropriate responses may also include: prayer, the reading of the scripture, a personal testimony, and/or directing them to community resources (churches, etc).
- ✓ Clinic Chaplains should also plan to take any additional contact information from participants, or record observations that may be helpful for follow-up purposes after the event. A follow-up form will be provided at the volunteer's table.
- ✓ Clinic Chaplains should return to the Volunteer's table as quickly as possible after finishing work with a client(s) to be assigned another client or family group.

Note: Clinic Chaplains can take a break when they need it. An area to rest will be provided. Ask to the Volunteer Coordinator for more information.