

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 Guides Responsibilities

- ✓ Clinic Guides (CGs) accompany and assist participants in obtaining the services they desire based on their registration.
- ✓ CGs befriend the participant while walking through the clinic event with him/her.
- ✓ If language is a barrier to communication, CGs can request a translator from the Volunteer's table who will walk with them and the client and translate the conversation between them.
- ✓ CGs 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).
- ✓ CGs 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.
- ✓ After a client has received all of the service they have chosen, the Clinic Guide will lead him/her to the exit table.
- ✓ As soon as CGs have finished with a client or clients, CGs should return to the Volunteer's table as quickly as possible to be assigned another client or family group.

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