

## **Frequently Asked Questions...and Answers:**

Q. What happened with the original Network of Care?

A. Several years ago there was a functioning Network of Care ministry in the parish with many dedicated individuals working to make it successful. After some time, the ministry fell into dis-repair. This is in no way a reflection on the many caring people who were working in the ministry. As noted in the Long Range Planning Report a critical area of need remaining in the parish is to become a more friendly and welcoming community. Thus the Ministry of Care has been created.

Q. What have we learned from the original Network of Care?

A. In researching the new Ministry of Care, several key people were interviewed from the original Network of Care. The strengths and weaknesses were identified and the knowledge included in our planning. The Network of Care had several strengths that will be built upon. The parish has been structured into 5 Regions with 10 Areas in each Region, 10 Neighborhoods in each Area, and 10 families in each Neighborhood. We will focus on the needs of our neighbors and live the gospel with our neighbors. We have strengthened the training and expectations of the Ministry of Care in our new design and built new communication and information flows. Father Terry and the Parish Council are fully aligned that this is very critical work for the parish in the next year. They have given full support and guidance for the full success of the Ministry of Care.

Q. What to do if you if the neighbor seems difficult to deal with on a topic outside the Ministry of Care?

A. Many times a person who seems difficult has concerns that they are unable to express clearly. Your role is to listen with compassion to get an understanding of the issue. If the Ministry of Care did not cause this concern, help the person figure out with whom they can have a discussion. It is not your responsibility to solve the problem for the person. Pages 24 and 25 have ideas on dealing with people who seem difficult. Page 18 is the Decision Making Process with more guidance on how to direct questions.

Q. How do you handle complaints when talking with a neighbor?

A. It is important to listen to the neighbor to understand their concern fully. Comments regarding the Ministry of Care can be dealt with directly by the Neighborhood Rep, Area Coordinator, Region Coordinator, or Administrator. Refer to page 18 to review the Decision Making process.

Q. What if my neighbor refuses to participate?

A. We will respect that. Let the neighbor know that if we can help at any time in the future, please let us know. And, ask if they would mind if you check in a couple times a year to see how they are doing?

Q. How can non-Catholic spouses be involved?

A. There are many opportunities in the parish for non-Catholic spouses to participate on their own or with family members. It is their choice to participate or not. Typically the only restriction would be as a teacher for RFC, however, they can be assistants.

Q. Do I evangelize with my neighbors?

A. We are not doing this ministry for the purpose of evangelizing or finding more Catholics! Do not impose your beliefs on any family. Instead, be present to the families and live the gospel by your actions.

Q. What if a person has moved, the number is disconnected, etc.

A. You will have whatever information the Parish Office has regarding phone numbers and addresses. If someone has moved, inform Kathy Wojciechowski at 777-4322. If a phone number is disconnected (or someone changed numbers without telling Kathy), check it out in the public phone book. If needed we can send a letter to the person informing them that you will be calling on them. You will have to be a bit flexible as we get through the first round of visiting all 3000 families.

Q. What do I do if a neighbor has moved and is no longer at the address.

A. If a neighbor on your list has moved and is no longer at the address, inform your AC who will inform the office.

Q. What if my neighbor is a Catholic but is registered at another parish (ie their children go to another parish school).

A. They can certainly be included as a part of the neighborhood as we don't want to exclude anyone. The focus of the ministry is to ensure the members of the parish have a contact and feel welcomed.

Q. What if my neighbor is Catholic and is not registered at St. Max?

A. Invite them to register by calling the parish office.

Q. What if you hear someone is sick but it is not time for the quarterly contact and the neighbor hasn't contacted you?

A. The quarterly contact is a general guideline. You don't have to contact people at exactly quarterly intervals. In this case you may want to send out a general email to your neighbors with your wishes that everyone is doing well. We only want to act on first hand information.

Q. After a relationship has been developed over the course of a year/years, how do I handle an unusual need on the part of the neighbor?

A. Your feeling about the situation and knowledge of the family will help guide you in your response to the family.

Q. How will all the neighbors get to know each other?

A. One way is to sponsor a get together. Another way is to encourage people to get to know each other, especially in times of need when dropping off meals.

Q. What if a Neighborhood Rep encounters a bad or serious situation (ie abuse or thinking suicide)?

A. If a neighbor is thinking suicide, ask them to share the situation with Fr. Terry or Fr. McCarthy. If a NR sees abuse: child abuse - contact Family Services since they saw it. Domestic abuse: refer spouse to Women Helping Women.

Q. Are you suggesting we develop a community within our neighborhood?

A. Yes! One of the great blessings will be if all the neighbors rally around each other. There is a place for EVERYONE in the Ministry of Care!

Q. If several people move into a neighborhood and there are more than 10 people, will the NR need to increase their number?

A. The Area Coordinator should be working with the Neighborhood Reps when the numbers of people increase. Decisions can be made about splitting up the neighborhood or the NR taking on more neighbors, etc.

Q. What if a new person to the parish moves into a neighborhood without a Neighborhood Rep?

A. When a new person moves into an area with no NR, the AC will make a contact with the new person to welcome them. If the new person doesn't want to be the NR, the AC will tell the new person that when a NR is identified they will be contacted.

Q. A neighbor is in need of services due to physical limitations. How can I help them?

A. The Neighborhood Rep can provide some contacts to the person so they can arrange transportation or other services for themselves or a loved one. Some resources to mention:

-Catholic Social Services- 863-6129: 140 N. Fifth Street Hamilton, Oh 45011

-Senior Citizen Van Service- 759-7208

-Butler County Elderly Services- 868-9281

-Butler County United Way- 863-0800

-Partners in Prime- 867-1998: [www.butlerseniors.org](http://www.butlerseniors.org)