A close-up of a logo

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**Care Ministry Guidelines**

**and Policy Manual**

**October 1, 2023**

**Catholic Charities of the Diocese of Green Bay**

**1825 Riverside Drive**

**Green Bay, WI 54305**

**www.catholiccharitiesgb.org**

**Catholic Charities Purpose**

As Missionary Disciples, Catholic Charities labors in our communities inviting and serving those who have often been left out or felt alone to know and experience the tremendous and abundant love of God through His Son Jesus Christ.

**Vision Statement**

We are missionary disciples striving to lead all people to the Kingdom of God.

**Mission Statement**

As friends and followers of Jesus, we are devoted to fostering households and communities of discipleship through the mission and ministry of the Catholic Church.

A red cross with a white bird in the middle

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***For we are his workmanship, created in Christ Jesus for good works, which God prepared beforehand, that we should walk in them.***

***Ephesians 2:10***

**What Is Care Ministry?**

Care Ministry is a parish based; volunteer lay ministry program to expand the pastoral care dimension offered by the church. Care Ministry is a one-on-one or small group lay pastoral care giving program that responds to a variety of parish pastoral care needs. Care Ministers provide a confidential listening presence to those who are ill, hospitalized, in residential facilities, disabled, grieving, isolated, incarcerated, or experiencing trauma due to several potential factors (abuse, trafficking, addiction, etc.). Care Ministers are trained by designated parish Care Ministry Coordinators. Participants are required to undergo Virtus Safe Environment Training and a background check. Ongoing formation is provided through the parish. Care Ministry Training includes theological catechesis and the practice of pastoral care skills necessary to ensure consistently effective visits to all Care Receivers.

Care Ministry is not professional counseling. Care Ministers are not licensed by the State of Wisconsin. Care Ministers should never diagnose or make any professional or medical recommendations. If a care minister feels the person they are meeting with needs any type of professional service, they should immediately notify the parish after the visit. Care Ministers are not paid. They are volunteers who give their time and talent for the benefit of others.

*“Each of you should use whatever gift you have received to serve others, as faithful stewards of God’s grace in its various forms.”  1 Peter 4:10*

**Recommended Guidelines**

The purpose of this manual is to provide the parish with a tool to create the guidelines and policies for Care Ministry within the parish community. While each parish will have guidelines specific to the community and people they serve, the following guidelines should be included as part of the parish orientation training.

**Building a relationship:** The Care Ministry Coordinator is responsible for making sure the volunteer and the person they are serving are comfortable with each other.

*Parish Coordinator should review that the volunteer and the person they will be working with to make sure it is a good fit. For example, an elderly woman may not feel comfortable with a young man at her home. Similar interests and background make building a relationship much easier.*

**Timeliness:** If a volunteer is unable to make the agreed-upon time, notify the Care Ministry Coordinator as soon as possible so that they can notify the person and, if necessary, try to find a replacement.

*Parish Coordinator should follow up on the first several meetings to ensure timeliness.*

**Confidentiality**: Dignity and privacy are important to each of us. All information should be kept confidential unless the welfare of the person is at stake.

*Parish Coordinator should review the parish confidentiality agreement and should make sure that is signed prior to any initial meeting.*

**Listening:** Listening is perhaps the most important service you can offer, as well as the most supportive. Many people experience isolation and look forward to companionship and good, friendly conversation. Volunteers may hear stories of loss and traumas that can be difficult to comprehend. Try to understand and be empathetic. Always feel free to talk to your Care Ministry Coordinator whenever a problem or concern arises. There is an excellent video for those entering care ministry to watch at: <https://adventuresincaring.org/communicating-with-compassion-the-video/>.

*Parish Coordinator should provide listening activities as part of the training process. This will help illustrate the importance of good listening.*

**Appropriate Interaction:** One of the most important responsibilities is to maintain healthy boundaries. Boundaries exist for the protection of both parties. They assist in maintaining appropriate behavior so that no one is offended.

*Parish Coordinator should provide examples of healthy boundaries and what is and is not allowed. A small group exercise example is included at the end of this document.*

**Recommended Policies**

Protecting the care receiver as well as the care minister and parish are critical to a successful program. A parish should have very clear policies that are part of the care ministry programs.

**Prayer.** Any meeting between a care minister and care receiver should begin and end in prayer. Prayer can be very personal. One of the hardest things to do is learning how to pray with people. It may be especially difficult if praying with another is a new experience for either of you. The United States Conference of Catholic Bishops has a wonderful site of various prayers. You can find them at <https://www.usccb.org/catholic-prayers>. The care minister may wish to bring a printed prayer both can pray, perhaps alternating verses or invite the care receiver to share their own needs and intentions.

**Catechesis**. Each parish should ensure that care ministers are receiving training in catechesis. The catechism of the Catholic Church is arranged into four parts – the Creed, the Sacred Liturgy, the Christian Way of Life, and Christian prayer. All parishes have access to Franciscan at Home which provides ministers with a variety of tools and videos on these areas. These can be easily incorporated into ongoing training sessions.

**Care Receiver Agreement.** Each parish should develop an agreement that will be signed by the care receiver so that they understand what is allowed and what is not allowed. This agreement should be printed on parish letterhead. The Care Ministry Coordinator is responsible for ensuring the completion of the agreement.

**Standards of Care**. Each parish should develop a standard of care that is signed by the volunteer and printed on parish letterhead. Some key points that should be included are:

* Care Ministers are aware of their sacred calling as servants of God and maintain active membership in the parish they represent.
* Care Ministers distinguish clearly between statements and actions they make as individuals, and as representatives of the parish.
* Care Ministers respond to all individuals (Care Receivers) regardless of gender, creed, national origin, age, sexual orientation, socio-economic status, political beliefs, or disability because they acknowledge the common dignity of each person.
* Care Ministers are punctual and reliable, accepting responsibility for their ministries including planning their visits, meetings, and training, both formal and informal, as well as completing all required documentation.
* Care Ministers seek their own spiritual development through prayer and regular participation in programs that will nurture them spirituality, as well as to maintain a personal healthy lifestyle in mind and body.
* Care Ministers inform the Care Receivers of the purpose of their ministry, which is to listen compassionately without giving advice or passing judgment.
* Care Ministers report problems or concerns regarding any aspect of the ministry to the Care Ministry Coordinator.
* Care Ministers will not accept or offer any gifts.
* Care Ministers maintain the strictest confidentiality of all information shared by Care Receivers unless permission is given or the Care Receivers’ safety is at risk.
* Care Ministers are aware of the need for healthy physical, sexual, emotional, and spiritual boundaries.

**Safe Environment**. Care ministers must complete a background check and VIRTUS training with the Diocese of Green Bay before they can be assigned to a care receiver. If possible, the care receiver should also complete a background check to prevent any possible situation that could put the care minister or parish at risk.

**Initial Meeting.** Care Ministry Coordinators should attend the initial meeting with the care ministers and the care receiver. The Care Ministry Coordinator can determine if meetings will be one-on-one or a group meeting. The Care Ministry Coordinator is responsible for ensuring all appropriate paperwork, background checks, VIRTUS training are completed prior to this meeting.

Care Ministry Coordinators should know each week where the care ministers are going, who they are meeting with and should follow up with any schedule changes.

**Maintain Records.** Care Ministry Coordinators should track beginning and end dates of volunteer service, position(s) held, and duties performed. Volunteer files should include the application, safe environment records, certificates of insurance, driver’s license, etc. Volunteers are responsible for submitting and updating information contained in their files as requested by the Care Ministry Coordinator.

**Media Requests.** All media requests will be handled by the parish. At no time should a volunteer speak to the media on behalf of the parish.

**Termination of Care.** At any time, either the care minister or care receiver should have the ability to terminate the meetings by contacting the Care Ministry Coordinator. It is recommended that any termination be documented.

**Emergency.** The care minister should be provided with information on what to do in an emergency. This includes contacting 911 for an ambulance, contacting 988 for suicide and crisis assistance, and other local resources that may be needed.

**Confidentiality.** The parish should do everything to ensure that the care receiver’s personal information is kept confidential. This would include sharing information about a care receiver with other parish ministries without the care receiver’s consent.

**Sample Documents**

The following documents are samples that can be used by the parish. All documents must include the parish logo and contact information. Documents should be retained by the parish office.

###### APPLICATION FORM FOR CARE MINISTER

Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

City: State: Zip: \_\_\_\_\_\_\_\_

Phone:

Cell:

Work:

E-Mail (Print Clearly): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Previous skills and training, if any:

How did you hear about our Care Ministry?

Why do you wish to become a Care Minister?

**PLEASE SUBMIT THIS FORM TO ?????**

**Care Receiver Intake Form**

**Parish Care Ministry Coordinator Name Referral Name and Relationship to Care Receiver** Date: Care Receiver Name: Address: City: Phone # Best Time to Phone Email: How did the person learn about Care Ministry

**Notes:**

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**CARE MINISTER AGREEMENT**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

City: Phone # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Care Ministry Area(s) of Interest: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**I Agree:**

1. To attend all training and follow-up sessions prepared and on time.
2. To arrive at each Care visit on time and to be fully present to my Care Receiver.
3. If an emergency arises and I cannot be present, I will notify the Parish Coordinator as soon as I am aware that I will not be present.
4. To clearly state to the Care Receiver(s) that I am a volunteer Care Minister and that I am not a professional counselor.
5. To keep information that is shared among Care Receivers strictly confidential.
6. To maintain and keep confidential the signed agreements of the Care Receivers I visit. I will provide the parish care minister with weekly updates on the visits. Upon termination of my relationship with my Care Receiver, I will forward all records in my possession to my care minister for permanent safe keeping.
7. To follow the Standards of Care for Care Ministers and the Diocesan Code of Pastoral Conduct for Volunteers.
8. To have a monthly meeting with the parish care minister staffperson to discuss any successes or challenges.

**Please initial:**

\_\_\_\_\_ I agree to the above conditions as a Care Minister.

\_\_\_\_\_ I agree to keep all information confidential.

\_\_\_\_\_ I have received a copy of the Diocesan Code of Pastoral Conduct for Volunteers.

**Emergency contact information:**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone: Home Cell Work \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Care Minister’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**CARE RECEIVER AGREEMENT**

**We visit to remind you that God loves you!**

**If you ever have any questions or concerns, please contact**

**the Parish Care Ministry Coordinator for assistance.**

**Coordinator Name** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Coordinator Phone** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Reason for the Care Visit** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Care Receiver Information:**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

City: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Review Together:**

* I understand that this is as active listening support ministry and not professional therapy or a healthcare visit.
* I understand that no gifts, money, or services should be given or received.
* I understand the intention of these visits is to provide caring support. It is not the intention or purpose of these visits to influence my individual choices regarding the decisions that I may need to make at this time in my life.
* I understand that my care minister will not perform any other duties or errands for me.
* I understand that the maximum number of visits is once a week.

**Emergency Contact Name and Phone Number(s)--Required:**

Contact Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Relationship: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Phone Numbers: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Care Receiver Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Care Ministry Report Form**

Please fill in information after each visit. Be sure to note if a visit is missed or rescheduled, along with the reason. Turn in the completed page to the Parish Care Ministry Coordinator.

**Care Minister** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Care Receiver** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Date and Time of Visit:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Place: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Notes/Concerns:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Date and Time of Visit:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Place: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Notes/Concerns:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Date and Time of Visit:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Place: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Notes/Concerns:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Date and Time of Visit:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Place: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Notes/Concerns:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Date and Time of Visit:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Place: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Notes/Concerns:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Ministerial Boundaries Considerations: Small Group Exercise**

As you read each situation, think of it in terms of the following possible outcomes:

* Will doing this foster inappropriate dependency on me?
* Will doing this have the potential to give the person a mixed-message?
* Would I be comfortable doing this in the presence of family members or my pastor?
* Is this a common practice among most Deacon/Pastoral Ministers?

1. Disclosing information about your life, your family, your experiences, your feelings with the care receiver.
2. Accompanying care receiver to destinations outside of their home or designated parish meeting site.
3. Accepting a small gift or money from the care receiver.
4. Asking the care receiver for a favor.
5. Hugging a care receiver or engaging in other forms on non-sexual touching.
6. Sending a care receiver a birthday card.
7. Accepting an invitation from a care receiver to attend a special event, such as their child’s wedding.

**Additional Training and Resources**

Catholic Charities and the Diocese of Green Bay provide several trainings and resources for the parish. These include:

**Mental Health First Aid Certification** – This 7-hour training helps volunteers identify, understand, and respond to signs of mental illness and substance use disorders. This training provides the skills needed to reach out and provide initial support to someone and connect them the appropriate care. Contact Lori Paul for more information.

**Whole-Hearted** – Provides basic and helpful trauma awareness. This 4-hour training helps volunteers understand the impact of trauma and how to move forward mentally and spiritually. Contact Paula Rieder for more information.

**Entrust Retreat** – During this 3-day training, volunteers receive the vision, formation, and practical knowledge in how to carry out the process of spiritual multiplication. Visit the Diocese of Green Bay to learn more. [www.gbdioc.org](http://www.gbdioc.org).

**The Witness of the Good Samaritan -** In 2020, the Vatican’s Congregation for the Doctrine of the Faith released the letter Samaritanus bonus, “on the care of persons in the critical and terminal phases of life.” The letter reaffirms the Church’s teaching on care for those who are critically ill or dying and offers additional pastoral guidance for increasingly complex situations at the end of life. You can download the information at: <https://www.usccb.org/resources/witness-good-samaritan-palliative-care-and-hospice>

**Franciscan at Home** - The primary audience of this three-part series of workshops is those working in any ministry setting — clergy or laity — whose interactions with others require mentoring skills, evangelical hospitality, ongoing pastoral interactions in the course of catechetical work, small group facilitation, parenting, nurturing, and intercessory prayer outreach. Anyone who has some degree of work in the care of souls can benefit significantly from these workshops.

This track is divided into three areas of emphasis in pastoral accompaniment: 1) Mentoring; 2) Spiritual Guidance; and 3) Counseling. Workshops in each of these areas are not designed for professional counselors, spiritual directors, or similar niche roles, but instead for those in more general catechetical or ministerial roles. This track’s diverse content is also applicable to every parent, every priest, and every parishioner who understands the demanding call upon all baptized believers to love generously and serve sacrificially. <https://franciscanathome.com/tracks-and-workshops>.

**Encounter School of Ministry** – 2-year program that equips students with the ability to participate in the ministry of healing the broken hearted and cultivating a lifestyle of communing with God. <https://encounterschool.org/>.

**Missionary Leadership Institute -** <https://www.gbdioc.org/discipleship-parish-life/missionary-leadership-institute>**.**

**Diocese of Green Bay Contact Information**

These are just some of the individuals within the Diocese of Green Bay that have experience or have developed active care ministries.

Nursing Home/Home Bound:

Paula Rieder – [prieder@gbdioc.org](mailto:prieder@gbdioc.org) – 920-272-8323

Ellen Mommaerts – [emommaerts@smcatholicschools.org](mailto:emommaerts@smcatholicschools.org) – 920-729-4560 ext 4106

Trauma Care/Whole Hearted:

Paula Rieder – [prieder@gbdioc.org](mailto:prieder@gbdioc.org) – 920-272-8323

Grief/Bereavement:

Gloria Koth – [gkoth@gbdioc.org](mailto:gkoth@gbdioc.org) – 920-272-8207

Jail:

Lucas Holt – [lholt@gbdioc.org](mailto:lholt@gbdioc.org) – 920-272-8321

Deacon Rick Hocking – [rick.hocking@mbsoshkosh.com](mailto:rick.hocking@mbsoshkosh.com) – 920-231-9782

Kathy Schroeder – [kschroeder@holytrinity.org](mailto:kschroeder@holytrinity.org) – 920-835-5900

Disabilities:

Lucas Holt – [lholt@gbdioc.org](mailto:lholt@gbdioc.org) – 920-272-8321

Deacon Jim Hoegemeier – [jhoegemeier@hotmail.com](mailto:jhoegemeier@hotmail.com) - 608-345-4294

Abuse:

Lucas Holt – [lholt@gbdioc.org](mailto:lholt@gbdioc.org) – 920-272-8321

Courtney Cooperman – [ccooperman@gbdioc.org](mailto:ccooperman@gbdioc.org) – 920-272-8174

Human Trafficking:

Lucas Holt – [lholt@gbdioc.org](mailto:lholt@gbdioc.org) – 920-272-8321

Mental Health:

Lori Paul – [lpaul@gbdioc.org](mailto:lpaul@gbdioc.org) – 920-272-8318

Dr. Amy Polster – [apolster@gbdioc.org](mailto:apolster@gbdioc.org) – 920-272-8231