



# Member Care

How do we care for our  
global family?

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# Definition

Google:

“the provision of what is necessary for the health, welfare, maintenance, and protection of someone”

# Values

- Prayer
- Strong relationship with God
- Trust in God and His work in us
- Holistic view of care: Spiritual, Emotional, Physical, Psychological, Financial, Intellectual
- Health and resiliency of individuals, families, teams
- Connection and Communication
- Proactive and preventative; while prepared for crisis
- Establishing trust; demonstrating faithfulness
- Providing a safe environment; place to express struggles
- Upholding confidentiality
- Resourcing missionaries
- Coaching, mentoring and life-long learning for equipping and empowering

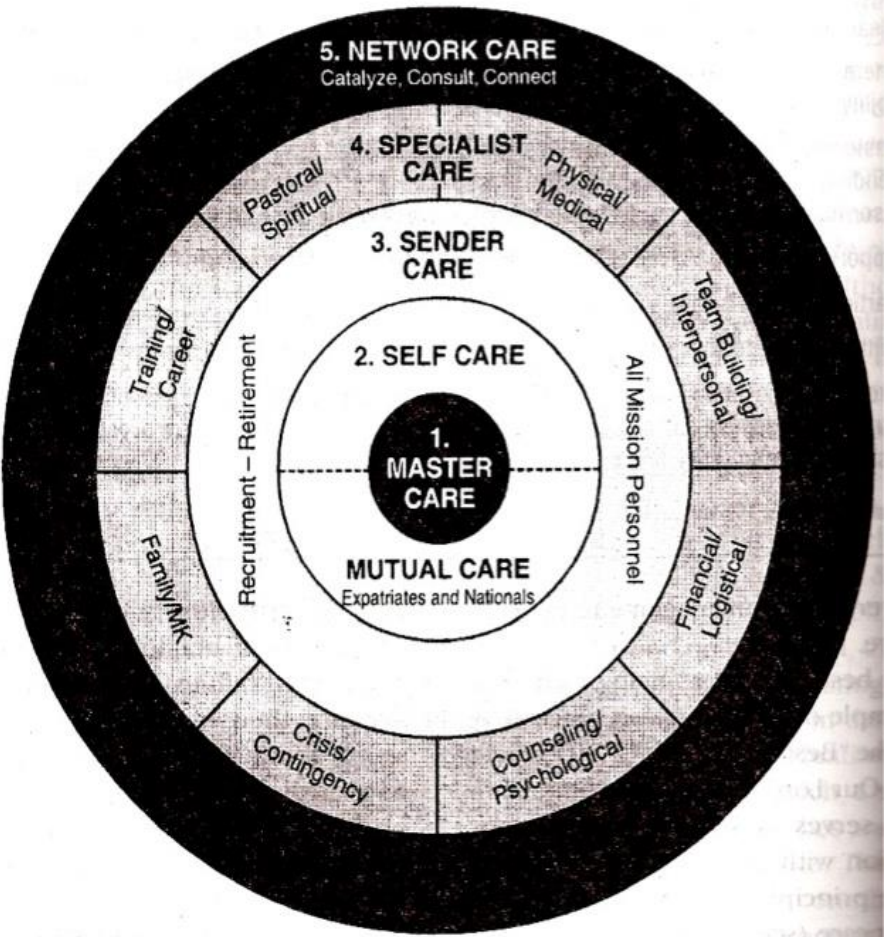
# Purpose Statement for Member Care

BIM will **cultivate a culture of member care** that addresses all aspects of a missionary's spiritual, emotional, psychological, physical, financial, relational and intellectual well-being; and seek to **empower missionaries to make healthy choices** through training, resourcing, and equipping throughout the missionary life-cycle so that they can **effectively fulfill God's call.**

*- a working definition*

# Member Care Model

A Best Practice Model of Member Care



# What needs for care do missionaries have?

- Communication
- Support
- Re-entry

# What needs for care do missionaries have?

## **Communication**

- Church
- Sending organization
- Family/friends
- Tools: Skype, Facebook, What's App
- Programs:
- Assessment: CernySmith
- Two-way
- Touch points: even simple
- Communication is necessary for relationship and is the means by which we express care

# What needs for care do missionaries have?

## **Support**

- Community (on field and at home)
- Missionaries need to be connected to their church and their sending agency
- Family and Friends



# What needs for care do missionaries have?

## **Support**

- Prayer
- Spiritual/Pastoral
- Encouragement
- Logistical
- Financial
- Strategic
- Accountability
- Personal and professional development

# Pact to Go:

- Encourage a Personal Accountability and Care Team
- Question: Can we send a short-term team?
- Pray and communicate it to missionary.
- Commit to consistent financial support.
- Help combat homesickness.
- Send a “medium-term” missionary.

# What needs for care do missionaries have? **Re-entry**

- Debrief their experience
- Share their story
- Health needs
- Family needs
- Counseling
- Coaching
- Children's education
- Rest/refreshing/renewal
- Time with church mission team
- Time with sending organization



What effective things can churches do?



How can missions and churches work together to provide a fuller experience of care for their missionaries?



Q & A