

Global Connections—United Kingdom
Member Care Conference: Growing People
High Leigh Centre, February 18-20, 2002
Proveloping a Flow of Care
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A. Introduction

*When the days were approaching for His ascension,
He resolutely set His face to go to Jerusalem. Luke 9:51*

1. Overview of presentation:

Member Care Overview
Seven Flows of Member Care
Best Practice MC Model
Future Directions—PACTS

2. Read accounts of:

Surviving war as a caregiver—Paula O'Keefe from *DMCW*
Candidates/first termers in India—Lis Cochrane
A discontented monk— *Life of Ailred*

Process and Reflection—Coming from Jerusalem.

B. Member Care Overview

Nihil est in intellectu quod non prius fuerit in sensu. Aristotle/Aquinas

1. Member care defined

running/loving in order to win (I Cor. 9, John 17); ongoing investment; everyone responsible (programs and people—the continuum of care); nurture and develop (maladjustment, adjustment and development continuum); development of character, competencies, compassion; focus on all personnel; missionary life cycle (recruitment through retirement)
see additional paper — Perspectives on Member Care in Missions

2. Member care process: field of study/practice (models, literature, research, practitioners); Biblical/ethical necessity (e.g., “one another” verses in NT); social movement (influence)
see additional paper —Member Care Overview

3. Some examples of member care—“Introduction” to *DMCW*

4. WEF Attrition Study

“3 P's of the 3 %”; OSC & NSC perspectives/practices, paranoid preoccupation/naï ve neglect
see additional paper — Departing in Peace or in Pieces

5. Some member care issues: Latin America—Pablo Garcia and Chris Shaw; “A Survey of the Health of British Missionaries”; Gish (1983) research on missionary stress (USA)

Process and Reflection—Exploring missionaries needs and member care issues.

C. Seven Flows of Member Care

Human progress never rolls in on the wheels of inevitability; it comes from the tireless efforts of [people] willing to be co-workers with God, and without this hard work, time itself becomes an ally of the forces of social stagnation. Martin Luther King, Jr., 1963

1. Flow of Culture (organisational ethos)

a. ethos defined—Schein, (1990)

b. shifts in ethos: Clark in the Dark

Is it OK to struggle? *Room for Improvement*, (Macnair, 1995);

Is it OK to get help? *Managing Stress on the Field* (IFRC, 2001)

c. brief panel: Member care as a mandate vs model, people vs policies

See “A Mindset and Department for Member Care”—*DMCW*

2. Flow of Concepts

a. best practice codes—health care/NGOs; PIA, Global Connections, EF Canada in *DMCW*

b. member care models and literature—see “A Member Care Model for Best Practice,” “Developing a Flow of Care and Caregivers,” and “Touring the Terrain--*DMCW*

c. training—e.g., SYIS; “Prevent Accidents Guidelines” by PIA/Interhealth—*DMCW*

3. Flow of Caregivers

a. member care organisations—see list in chapter 50 of *DMCW*; brochures

b. member care tools—see “12 tools for Missionary Life” in *DMCW*; CHOPS Inventory

c. continuum of care—peers and specialists

4. Flow of Conferences

a. national and continental member care consultations—e.g., 1996 Northumbria Bible College; Indian CEO member care consultations (8/01, 1/02); Consulta Conjunta; EMCC III

b. tracks/workshops at missions conferences—e.g., Nigerian EMA 2002, Cameroun 2001

c. example: summary of Indian BORN Consultation 02/02

5. Flow of Communication

a. email forums—examples from Europe, Asia, India, Brazil

b. web sites—www.membercare.org

c. media—videos, radio, literature, etc. e.g., TWR Member Care Radio

6. Flow of Crisis/Contingency Management

a. new rules for the not so new world (dis)order—readings: “Conflict as Human Legacy; WVI Liberia Case Study (*CHEs*, 2000); Humanitarian Policy Group (3/01 *HPG Briefing*)

b. examples: Shelter Now International in Afghanistan; research on IFRC (interpersonal conflict and field management); RTAs; previous psychological problems (Foyle et al, 1998); Carder, 1999: “seeing needs I am unable to meet” (cumulative stress >>> as critical incident)

c. intervention and training—UNHCR, IFRC, Mobile Member Care Team—West Africa; Le Rucher Centre by Geneva; see Debbie Lovell-Hawker article on debriefing in *DMCW*

7. Flow of Cooperation

a. Regional Interagency Member Care Affiliations (RIMAs), NIMAs, SIMAs

b. “knitting the net”—*The Age of the Network* (Lipnack & Stamps, 1995); MemCa Briefing

c. connecting with the “not us” and breaking out of bubbles—the “non-faith based” health care community & “non-Evangelical Christians”: some misunderstandings; some resources: literature, conferences, people, projects; some theology: common grace and natural revelation

3 Proveloping Member Care

8. The Flow of Flaws

- a. The Flow of Crumbs: On Behalf of NSCs and Local/National Staff; “even the dogs eat the crumbs from the table”; composite account by Viola Mukasa in *DMCW*
- b. The Flow of Cautions: The 12 Lost Tribes; “11 Questions about Member Care” in “Perspectives on Member Care” handout
- c. The Flow of C_____ (fill in the blank)

Process and Reflection—Identifying which flows/flaws affect you/your organisation.

D. A Member Care Model for Best Practice

A cosmic philosophy is made to fit a cosmos, not a man. G.K. Chesterton

1. Jesus Christ as Best Practitioner

coddler/placater comforter/peace-giver challenger/provoker condemner/punisher

2. The 5 sphere model

see handout --“A Member Care Model for Best Practice”

- a. Master care
- b. Self/Mutual care
- c. Sender care
- d. Specialist care
- e. Network care

Process and Reflection—Applying the model to you/your organisation.

E. Future Directions—International and the UK

And I saw the new Jerusalem coming, and they shall be His people(s), and God Himself shall be among them, and He shall wipe away every tear from their eyes.” Revelation 21: 2,3

1. PACTS

- a. Pioneering—filling gaps: gab——gap continuum of involvement
- b. Affiliations: purposefully connect
- c. Continuing education: self care, personal growth, accountability
- d. Training others: Imparting your skills and your life (I Thes. 2:8)
- e. Special projects: prioritising and getting dirty

2. Closing comments for the UK context: provelop, PACTS, p_____ (fill in the blank)

Process and Reflection—Going to Jerusalem.