



One-on-One Care Director Instructions

For my.eaglebrookchurch.com

The first handful of pages contain instructions. The rest is an appendix with items like example emails for reference.

One-on-One Care Relationship Process



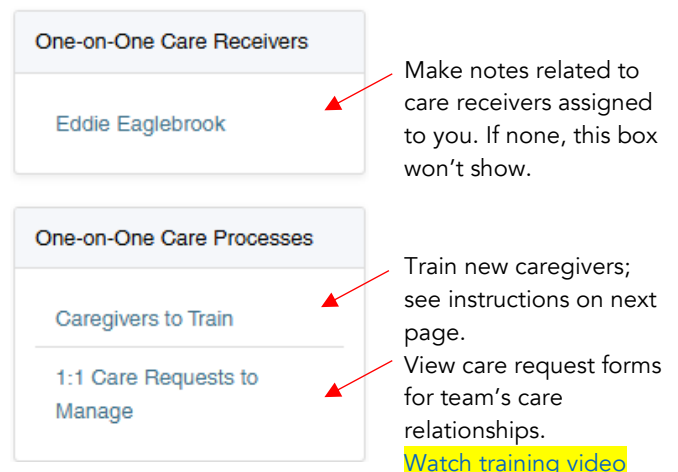
*my.eaglebrookchurch.com/one-on-one-care-request Page 2 of it contains terms of agreement (see Appendix).

Getting Started

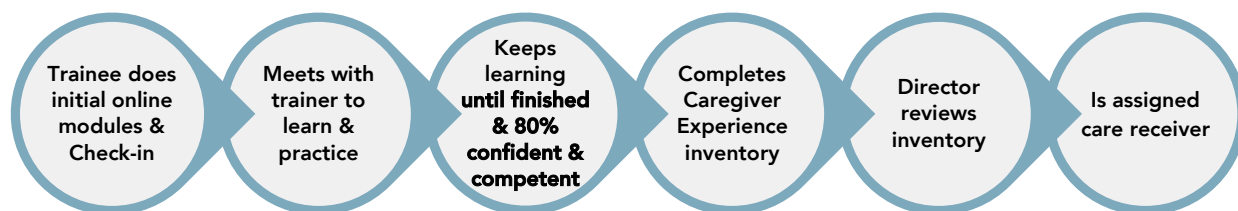
The system empowers you to:

- Train new caregivers
- View care request forms
- Make notes related to your care receivers

Go to my.eaglebrookchurch.com, log in, and look for this section in the bottom right >>>



Initial Caregiver Training Experience



Your pastor determines whether someone is a good fit to be a caregiver in several ways (interview, volunteer agreements, background check, references). Your role is to ensure they are trained and feel at least 80% confident and competent, and their trainer agrees, before being matched with a care receiver. You'll receive a notification email when a new volunteer is ready to begin training. Training includes:

- Online learning (9 modules)
- Apprenticeship (6 sessions or more with trainer)
- Caregiving Starter Guide binder + One-on-One Care Quick Guide bookmark
- Team meetings for ongoing development



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Managing Initial Caregiver Training (Caregivers to Train)

1. **Access the training request after logging.** On the main page, click Caregivers to Train. Click the person's name to view a request.
2. **Provide a binder.** Give the trainee the Caregiving Starter Guide binder (confirm if you or your pastor will do this). Explain the heart behind why people complete an Initial Check-in and ask them to complete it before meeting with their trainer.
3. **Notify and assign a trainer.** Choose an experienced caregiver who's the same gender, not in a care relationship, and doesn't have more than one other trainee. Click the + button to add a note: select the activity "Assigned Experienced Volunteer," note trainer's name, Save. Click Edit, update Status to "In Progress," Save. Leave the request In Progress until **all** training is complete.
4. **Send introduction email.** Email trainee and CC trainer from your own email (see template in Appendix). Add a note in church's system: "Sent Email," note that sent introduction email, Save.
5. **Support training.** Stay available to coach the trainer. Trainer provides periodic updates and, after final trainee check-in, connects with you about the volunteer's readiness.
6. **Close out apprenticeship and send inventory.** When *trainee* feels 80% confident and competent, and trainer agrees:
 - a. Add a note: "Apprenticeship Completed," note info helpful for you/your pastor for future reference such as caregiver's strengths or areas wants most support, Save.
 - b. Ensure the trainer or you briefly describe the inventory before sending it. Click Send Caregiver Experience Inventory to send it. System sends email (see Appendix), updates status to Inventory Review Needed, and sets a follow-up date for in a week.
7. **Follow up if needed.** If system hasn't sent you their completed inventory within 10 days of it being sent, click Resend Caregiver Experience Inventory. System sends the trainee a reminder email (see Appendix).

⚠ Maintain Confidentiality: Inventories contain sensitive info. Store them securely and where others will not see them. Shred or delete when a volunteer or you stop serving.
8. **Review inventory.** Get a sense of which situations the trainee's well-suited for. Add a note: "Reviewed Inventory," note whatever situations they're best suited for, Save.
9. **Update request's status.** Click Edit, select your campus from Placement Group drop list, Save.
10. **Click Connect** (contact your pastor if it's unavailable). The labels at the top indicate Connected and Completed, and the caregiver's name is added as a Connector option for care requests.
11. **Follow up with new caregiver.** Call or email to celebrate and explain what's next (e.g., wait, be matched, team meeting).

Completed training requests disappear after 60 days to keep things tidy. Inactive training requests disappear right away. Your pastor can still access requests if needed.

Inactivating a Request: Click Edit, select Inactive, explain why inactivating, Save.



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Viewing Care Request Forms (1:1 Care Requests to Manage)

Every story matters to God, and us. Please watch for care request notification emails from One-on-One Care Ministry (see example in Appendix). Review new care requests and **contact the attender ideally within a few days, but for sure within a week** of submission to explain how One-on-One Care works and what it is and isn't and understand their situation well enough to approve or decline them for care, and if approving, afterwards assign an appropriate caregiver.

One-on-One Care is...	One-on-One Care isn't...
Christ-centered emotional and spiritual support For grief, divorce, illness, job loss, or other challenging life circumstances Comfort through being heard, encouraged, and prayed for For people 18 or older	Counseling, professional advice or solutions, or able to diagnose mental illness Crisis intervention Intended to give advice or try to solve problems for people For intensive mental health treatment

Contact Attender & Decide Whether to Approve for One-on-One Care

1. Click the One-on-One Care Request link on your main account page. The One-on-One Care Request page mostly displays active requests and ones waiting until a future date to be followed up on; completed ones disappear after 60 days to keep things uncluttered.

1:1 Care Requests to Manage

Connections

 Rebecca Arkell I do not attend Eagle Brook Church Last Activity: Connected (2 months ago)	5/15/2024
 Eddie Eaglebrook Lino Lakes Last Activity: Assigned (2 months ago)	5/15/2024
 Triumph Tech Last Activity: Other (7 months ago)	5/16/2024

Date
received
request

BACK

2. Click on the name of a care receiver to view their care request.

Identifying Repeat Care Receivers

To discover if someone's received care previously, ask them or skim the notes in the request. If they received care since Spring 2025, the notes would indicate that.



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The top part shows their contact information, the Connector (meaning who's currently assigned to connect with individual or manage the request), and the request submission date. The next part shows the care receiver's One-on-One Care Request form responses.

Undo Latest

1:1 Care Requests to Manage

Submitted - No Contact

Active



Eddie Eaglebrook
Contact Information
(957) 654-3210 Mobile
eddie.eaglebrook@gmail.com

Connector
 Rebecca Arkell

Request Date
6/15/2024

Placement Group
No group assigned

Test

One-on-One Care

Birth Date
1/1/1985

Do you have children? If yes, please list the names and ages of your children
yes

Please provide the name, mobile phone number, and email address of someone we can contact in case of an emergency (include their relationship to you as well).
NA

Please share with us your occupation
Test

What is the best time of day to contact you?
Test

How do you believe a One-on-One Care Giver can be of encouragement to you?
Test

Do you currently have anyone else (e.g., family member, professional counselor) caring for you? If yes, please give their name and contact information.
Test

Are you currently part of a small group or serving team?
No

How did you hear about our One-on-One Care ministry?
Family member or friend

Available Workflows

📧 [ONE-ON-ONE CARE] EMAIL FEEDBACK REQUESTS

EDIT

TRANSFER

3. Contact the attender **ideally within a few days, but for sure within a week** of receiving the request to better understand their situation, explain One-on-One Care, and confirm if they are interested in moving forward.



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The next part, called Workflows, shows what system automations have happened. If interested in them, use the drop list arrow to view them. There's nothing to "do" there though.

Workflows 4

Activities

Date	Activity	Opportunity	Connector	Note
5/15/2024	Assigned	1:1 Care Requests to Manage	Rebecca Arkell	
10/20/2023	Connected	Serving Team Promotions	Cora Bettcher (Staff)	
10/20/2023	Automated	Serving Team Promotions	Cora Bettcher (Staff)	Volunteer Leader Agreement sent to cora21duffy@gmail.com

+

Use to add notes

The last part is the notes part, reflecting different activities that have occurred. **Add a note whenever you attempt or make contact with the care receiver. Also, make a note of initial information the caregiver needs to know about the care situation** (e.g., type the words SUBMISSION FORM INFO in the Note box, then copy and paste in that information). Caregivers lack access to submitted forms.

- Click the + in the lower right to add a note; see pic above. Then, this screen displays:

Add Activity

Activity *
Other

Connector *
Elizabeth Eagle

Note
SUBMISSION FORM INFO
Our twins were diagnosed with a life-threatening disease. It's all very overwhelming, especially given the other kids to also take care of and guide through this as well.

ADD CANCEL

- Select the appropriate choice from the Activity drop list (Called or Left Message, Emailed, Met With, Other, Texted, The Care Relationship Ended), type in a note, and click Add.

Examples:

- Activity: Called or Left Message; Notes: Spouse w/ dementia, approved for care
- Activity: Called or Left Message; Notes: Clarified not counselors, situation – recent bipolar diagnosis, denied for care. Said I'd email counseling recommendations after talking with pastor.



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Example note to caregiver after you reviewed care and feel it's time to wrap up:

Activity: Other; Notes: Chris, let's connect about tapering off care/best next steps.

If Approved, Assign Caregiver (If declined for care, click Edit, select Inactive, and click Save.)*

6. Click Edit if approved for care, select In Progress in the Status area, and click Save.
7. Find an available caregiver best suited to this care situation. Tip: Make a note to yourself somewhere to keep track of which caregivers you've contacted. If all are at their max number of relationships, let your pastor know—they'll advise about next steps.

Caregivers may have a max of 1 Care Receiver at a given time. Exception: 2 if caregiver decides they can manage another, **and** you agree; avoid "requiring" another relationship. The goal is transformed care receivers and healthy, effective volunteers.

8. Select the caregiver's name from the Connector drop list to assign this request to them. To do so, click on the name currently showing there. Then, the name choices display.

Caregiver Cares for Care Receiver & Notifies when Care Ends

Care relationships may last up to a max of 6 months; exception: in rare situations, up to 9 mo. if your overseeing pastor approves. Periodically, check how long relationships have been going. Affirm volunteers doing well. Support others who need a little coaching to help care end well.

Special Situation: Care Receiver Withdraws or Stops Responding

When the caregiver lets you know, inactivate the care request and send the feedback forms:

- Click Edit on the care request, select Inactive in the upper right, type in comments so staff can quickly understand why it was inactivated, and click Save. (Ignore other fields.)
- Click One-on-One Care Email Feedback Requests in the workflow area and go to Step 10. The system automatically emails the care receiver for feedback and sends a different email to the caregiver for a care summary; see Appendix. These insights help pastors who may interact with the care receiver, equip the One-on-One Care team if the person re-applies for care, and help caregivers grow.

Auto-Send Feedback Forms

9. In "normal" situations, after you receive a system email that care has ended (see Appendix), click Edit, Completed, and Save. **Just a heads-up: Avoid changing the Connector to yourself before doing this or your name will show instead of the caregiver's on forms.** The system automatically emails feedback forms to the care receiver and caregiver; see Appendix. The pastor over One-on-One Care at the campus noted on the connection gets the completed forms.
10. Ask the pastor for the forms to review if you haven't received them a few weeks after care ends.

Debrief with Caregiver

11. Meet with the caregiver to talk about the care they provided—where they felt most and least confident—and take time to celebrate any transformation in the care receiver's life.

*Inactive care requests disappear to keep things tidy. In Progress or Completed ones disappear 60 days after becoming Inactive, while Submitted-No Contact ones disappear right away. Your pastor can still access them if needed.



One-on-One Care Director Instructions

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Keeping Track of Care Receivers Assigned to You

Please review the One-on-One Caregiver Instructions document. It applies to you, too.

Appendix

When someone replies to an email, it goes to the sender's email address (like the director's or pastor's), even though the email shows as coming from the ministry.

Caregiver to Train Notification Email to Director

From: One-on-One Care Ministry <careministries@eaglebrookchurch.com>

To: Beth S

Subject: Tiffany Colbert has a "Caregivers to Train" Connection Request



Hey Beth,

Tiffany Colbert has a "Caregivers to Train" connection request. Please log into your [my.eaglebrookchurch](https://my.eaglebrookchurch.com) account to view the request and contact the individual.



One-on-One Care Director Instructions

For my.eaglebrookchurch.com

Volunteer Training Emails

Introduction Email

From: your email address

Subj: Starting One-on-One Care Training

Hi [INSERT FIRST NAME],

Welcome to the team! We're excited to get to know you and support you in growing in your faith and caregiving. Take a look at [this video](#).

Your training includes nine **online learning modules, along with meeting with your trainer** every couple of modules to process and practice. If you haven't received your Caregiving Starter Guide binder, let me know. Be sure to keep the Quick Care Guide bookmark in it handy for care visits (e.g., in your Bible or wallet). We also offer One-on-One Care team gatherings every month or two to connect, grow, and ask questions to get input about existing care relationships. Those meetings are optional during training and expected after.

Your trainer is cc'd and will reach out in the next week to schedule your first meeting. Here's each other's contact info:

Trainer: INSERT TRAINER'S NAME, PHONE #

Trainee: INSERT TRAINEE'S NAME, PHONE #

Before your first meeting, complete:

1. The Initial Check-in in your guide and bring it to your first meeting.
2. The first two Caregiving Initial Training modules: my.eaglebrookchurch.com/learn (instructions in your guide)

As you move through training, your trainer will keep me updated. Caregiving is a little like parenting. We may never feel 100% "ready." So, when you sense you're at least 80% confident and competent, let your trainer know. If they agree, your trainer and I will connect about next steps.

We're praying for you as you begin. This training is an investment in lifelong skills that God will use in powerful ways. Reach out any time with questions.

Take care,

[Director/Pastor's name]

Eagle Brook One-on-One Care Ministry



One-on-One Care Director Instructions

For my.eaglebrookchurch.com

Auto-Sent Email Upon Clicking Send Experience Inventory

From: Eagle Brook One-on-One Care Ministry [Note: Replies go to Sender's email]

Subj: Congrats! Here's What Is Next Related to One-on-One Care

Congratulations, [First Name], on finishing training! I hope you feel encouraged and better equipped to care for others.

Your next step is to complete this [Caregiver Experience Inventory](#) within the next week. This helps us thoughtfully match you with care receivers. We understand the sensitivity of this information, and we ask for it so, whenever possible, we can match care receivers with someone who has walked through something similar and can better understand what's helpful.

Once you submit the inventory, let me know and we'll talk through next steps.

Take care,

[Director/Pastor's name]

Eagle Brook One-on-One Care Ministry

Auto-Sent Email Upon Clicking Resend Experience Inventory

From: Eagle Brook One-on-One Care Ministry [Note: Replies go to Sender's email]

Subj: Reminder to Complete Your Experience Inventory

Hi, [First Name]!

Your next required step is to complete this [Caregiver Experience Inventory](#) in the next 3-5 days so that when the time comes we can better match you with care receivers. Whenever possible, we try to match care receivers with caregivers who have experienced something similar in life to provide optimal care. I'm happy to connect with you if you have questions or concerns.

Thanks much!

[Director/POCO's name]

Eagle Brook One-on-One Care Ministry



One-on-One Care Director Instructions

For my.eaglebrookchurch.com

One-on-One Care Request

First Name *

Last Name *

Email *

Campus *

Mobile Phone

One-on-One Care

Birth Date *

Do you have children? If yes, please list the names and ages of your children *

Please provide the name, mobile phone number, and email address of someone we can contact in case of an emergency (include their relationship to you as well). *

Please tell us the city and state you live in to assist with matching you with a caregiver. *

Please share with us your occupation *

What is the best time of day to contact you? *

How do you believe a One-on-One Caregiver can be of encouragement to you? *

Do you currently have anyone else (e.g., family member, professional counselor) caring for you? If yes, please give their name and contact information. *

Are you currently part of a small group or serving team? *

How did you hear about our One-on-One Care ministry? *

Please tell us the circumstances that prompted you to request meeting with a One-on-One Caregiver.

CONNECT



One-on-One Care Director Instructions

For my.eaglebrookchurch.com

Page 2 of Submission Form (After e-signing, Care Receiver is auto-sent a copy.)

One-on-One Care Terms of Agreement

One-on-One Care is a ministry of Eagle Brook Church designed to provide hope and encouragement to individuals going through a challenging season in life. Life can be difficult and painful; however, it doesn't have to be managed alone! Often, knowing that someone else cares and is aware of what we are going through, can be of great comfort. A One-on-One Care Giver can offer a listening ear, compassion, and prayer.

One-on-One Care Terms of Agreement

By entering your name below, you are submitting your electronic signature to indicate that you have read and agree to the terms listed in this document.

- **One-on-One Care Givers:** Care Givers meet with a One-on-One Care Receiver of the same gender, typically one hour per week, in person, over the phone or through a video conference call.
- **One-on-One Care Receiver:** A One-on-One Care Receiver must be over the age of 18.
- **Christian:** Caregivers are Christ-followers who provide biblical care by sharing Scripture and prayer.
- **Confidentiality:** Caregivers have been trained to treat personal information confidential. There are rare occasions when a caregiver must share confidential information to protect a care receiver or someone else. Those occasions include abuse, suicide, or homicide.
- **Supervision:** Caregivers are supervised by lay volunteers and pastors, not professional counselors, therapists, or physicians.
- **Small Group Peer Supervision:** Caregivers meet regularly in small groups to give and receive peer supervision to help them provide quality care and to grow as caregivers. In this context, they may share small amounts of information regarding their care receivers, without sharing names or intimate details. Care Givers may also receive individual supervision from a One-on-One Care Director or Eagle Brook pastor.
- **Professional Consultation:** On rare occasions a caregiver, in consultation with an Eagle Brook pastor, may decide that the best way to care for a care receiver is to consult with a mental health professional. In such cases confidentiality is maintained.
- **Commitment:** Both the caregiver and the care receiver are to be equally invested. Regular communication is the most important part of the caring relationship. Regular communication allows the relationship to grow and for trust to be built. Lapses in communication can have a negative impact on the caring relationship. Other Eagle Brook attenders are frequently awaiting care, therefore if there is an unplanned lapse in contact from the care receiver, One-on-One Care will likely be discontinued.

Type Name

By clicking the sign button below, I agree to the above agreement and understand this is a legal representation of my signature.

SIGN



One-on-One Care Director Instructions

For my.eaglebrookchurch.com

Initial Care Request Notification Email to Director

Elizabeth Eaglebrook has a "1:1 Care Requests to Manage" Connection Requ...



One-on-One Care Ministry <careministries@eaglebrookch...
To: Beth S...



9:59 AM

If there are problems with how this message is displayed, click here to view it in a web browser.



Hey Beth,

Elizabeth Eaglebrook has a "1:1 Care Requests to Manage" connection request. Please log into your [my.eaglebrookchurch](https://my.eaglebrookchurch.com) account to view the request and contact the individual.

Our mailing address is:
Eagle Brook Church
7015 20th Ave
Centerville, MN 55038

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Care Relationship Ended Notification Email to Director

From: One-on-One Care Ministry <careministries@eaglebrookchurch.com>

To: Tom Simpson

Subject: A Care Relationship Ended -- Next Steps



Hey Tom,

The Caregiver, Rebecca, indicated care for Eddie Eaglebrook has ended. Please log in to review the notes and confirm it wasn't a mistake. If all looks good, click Edit, mark it as Completed, and click Save. The feedback forms will then be sent automatically. Be sure to debrief with the Caregiver about their experience, including where they felt confident and where they struggled. And don't forget to celebrate any transformation in the Care Receiver!

Thank you!

Eagle Brook One-on-One Care Ministry



One-on-One Care Director Instructions

For my.eaglebrookchurch.com

Feedback Emails

Auto-Sent Email Sent to Care Receiver Upon Clicking Send Feedback Requests

From: Eagle Brook One-on-One Care Ministry [Note: Replies go to Sender's email]

Subj: One-on-One Care, how'd it go?

Hi [First Name],

Hopefully, you were encouraged and supported when facing whatever difficulties led you to find support. While caregivers are not intended to be counselors or therapists, our desire is that you were reassured of God's work in your life. You matter to us, and as a church, we are curious how it went from your perspective. Would you please let us know so we can continue to make One-on-One Care better?

[Care Receiver Feedback](#)

Blessings,

[Director/Pastor's name]

Eagle Brook One-on-One Care Ministry

Auto-Sent Email Sent to Email to Caregiver Upon Clicking Send Feedback Requests

From: Eagle Brook One-on-One Care Ministry [Note: Replies go to Sender's email]

Subj: Request for End of Care Summary

Hey [First Name],

Hopefully, you were able to encourage and support your care receiver in their difficult situation. While caregivers are not intended to be counselors or therapists, our desire is that you were able to reassure the person of God's work in their life. With that in mind, please let us know how it went from your perspective.

[Caregiver End of Care Summary](#)

Blessings,

[Director/Pastor's name]

Eagle Brook One-on-One Care Ministry



One-on-One Care Director Instructions

For my.eaglebrookchurch.com

One-on-One Care | Care Receiver Feedback

Our desire is that you were encouraged and supported while facing whatever difficulties led you to request care. While caregivers are not intended to be counselors or therapists, our hope is that you were reassured of God's work in your life. With that in mind, please let us know how it went from your perspective so the care offered to others can continue to be improved.

Looking Back

Indicate to what extent you agree with each statement below: (answer choices for each: Strongly Agree, Agree, Disagree, Strongly Disagree)

This experience was helpful to me. *

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

Overall, I felt understood. *

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

Overall, I felt cared for. *

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

Overall, I felt encouraged. *

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

We established wins/goals for my care. *

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

Those wins/goals were accomplished. *

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

What about this relationship and experience was most helpful to you? Be specific (e.g., my caregiver listening, praying, sending Scripture, giving words of encouragement, other caring gestures). *

What's the main way this relationship and experience could have been better? Be specific. *



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Looking Ahead

Were there any next steps that were talked about? Yes/no. If so, are you clear on what they might be? *

Comments

What else is important for us to know?

SUBMIT



One-on-One Care Director Instructions

For my.eaglebrookchurch.com

One-on-One Care | Caregiver End of Care Summary

Our desire is that you were able to encourage and support your care receiver in their difficult situation. While caregivers are not intended to be counselors or therapists, our hope is that you were able to reassure the person of God's work in their life. With that in mind, please let us know how it went from your perspective and share enough so that if someone else had to provide care for this person in the future, they would be prepared. Please keep your comments brief and objective.

Care Summary

Caregiver
Rebecca Arks

Care Receiver
Rita Olson

Care Start Date

Care End Date
5/15/2024

Method of Care: We mostly met via *

Frequency of Care: We generally met *

When we met, our meetings were *

Imagine you just got on the elevator with someone who might have to care for this person in the future and you want to tell them the 2-minute version of this care relationship.

Care Need: The main reason the person sought care was ____ (e.g., their chronic illness, spouse's infidelity). *

Care Wins/Hopes: We (established, didn't establish) a main win(s) or specific hope(s) for our care relationship. *

Ownership: The person was (really engaged, engaged, not engaged, really not engaged) in their own care (taking responsibility for their care, showing up for meetings, etc.). *

End of Relationship: The relationship ended (really well, well, not well, really not well). *



One-on-One Care Director Instructions

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Next Steps

We (discussed, didn't discuss) next steps for care with them. *

Comments

What else is important for someone to know if they provide care to this person?

SUBMIT