

## KOREAN MEMBER CARE

### Policies and Procedures

## Why are policies and procedures important?

- 1. They help administrators treat people justly and without partiality.
- 2. They give guidelines for handling people at each stage of their experience.
- 3. They keep leaders and personnel workers from forgetting people.

## There are standards for handling people

- These are called Best Practice.
- Kelly O'Donnell discusses these on pages 13 and 14 of *Doing Member Care Well*.
- These standards or guidelines should be used and followed in each of the following areas:

- 1. Standards for missionary selection
- 2. Resources and people for screening (interviewing; observing; testing)
- 3. Level of income and support (how to raise support, how much, reporting)
- 4. Expectations for field service
- 5. Expectations for furlough, home visits

- 6. Preparing and equipping new members
- 7. Mutuality of commitments between worker and home office/agency and sending church
- 8. Handling surprises and crises, death, moral failure, discipline, etc.
- 9. Children's education
- 10. Involvement of sending church

## There will always be the unexpected!

- What about handling the death of a Korean worker on the field? Do you plan to bring the body home? What about adoption of national children? Is that permissible?
- What about marriage of a single Korean to a national person?

- What policies are in place if the child of a Korean couple breaks the laws of the host country where his parents are working?
- When these things happen, it is helpful if someone has thought of them in advance and indicated what should be done in each case.

- What will happen if a Korean field worker is diagnosed with HIV AIDS?
- What if a child born on the field is discovered to be deaf? Or handicapped in some other way?
- Do we have policies, and are they compassionate and helpful?

## Basic Policies can be organized...

- 1. Selection
- 2. Pre-field preparation and orientation
- 3. Assignment and deployment
- 4. Surprises (death, moral failure, children's needs; civil unrest; war)

- 5. Return to home country, furlough
- 6. Change (health, family needs, another assignment)
- 7. Retirement

## We present a case study

- This longevity case study is organized to focus on member care needs in the form of policies and standards for each sequence in this couple's mission service.
- In your small groups, choose one of these segments and discuss.

- After discussing for about 20 minutes, be prepared to share with the whole group your findings.

## How does Member Care Fit into this aspect?

- I believe it illustrates that good policies are not enough by themselves. They need to be administered by trained and caring people.
- Personnel people should have the following characteristics:

## Personnel people should be...

1. Skillful and trained in connecting with people, talking with them, drawing them out.
2. They should be well informed about missions, and about various agencies.
3. They should have good relationships with churches and be a good interface between the agency and sending church.

4. They should be thoroughly trustworthy with information about people.
5. They should be connected to resources, and know what resources are needed. Counseling, educational resources, pastoral care, financial management, etc.

## Discuss together...

- What steps can we take, as individual agencies, to improve our methods of handling our members?