



Providing Spiritual and Pastoral Care During COVID-19

Chat box ideas and suggestions from program attendees.

*The ideas and suggestions provided below were submitted in the chat box throughout the program. They are provided as a reference in the order they came into the chat box. Names have been removed and minimal edits have been made. **HFA does not endorse products referenced or validate attendee comments.***

I personally use voice messaging on either iMessage, Facebook messenger, or WhatsApp. I send prayers, proverbs, mantras, songs

You [can] send the links to the song. There are so many songs or videos on YouTube.

Send via phone a recording of yourself reading a scripture or praying. sending a music file or a link to a hymn on YouTube.

I have created documents with healing prayers and can send as attachments if needed. I have also collected YouTube videos of meaningful song/prayers and can send those links.

I have used Loom for recording scripture reading and prayer. Uploads quick and you can send the link out.

Some of our staff played music and put online. Others can access and use with all clients/patients. My main issue is that many patients don't have family allowed to visit and staff are overloaded. Difficult to have them hold phone or tablet.

I have used Loom for recording scripture reading and prayer. Uploads quick and you can send the link out.

As with psychotherapeutic care, phone calls can be just as powerful as in-person visits. Ironically, less focus on what is observed can be less threatening, etc. One of our many tools in the toolkit.

I put together a YouTube video of scripture readings, prayer, and hymn singing to send to the facility and families who have access to technology. It's been received very well.

From my office, I play jazz and classical music. This presents a peaceful welcome to all who enter the Chapel.

I have sent videos of playing hymns on guitar and singing (which I often do at the bedside) to our LNAs

I've done prayer over speaker phone with patients and families bedside. Beautiful and holy, yet I confess to longing for that physical presence

We are utilizing iPads here for families.

Loom allows for longer messages. "Loom is a video recording tool that helps you get your message across through instantly shareable videos. With Loom, you can record your camera, microphone, and desktop simultaneously."

Marco Polo is more of a video text not to create videos to upload like you do on Loom

You can record long messages on Marco Polo

So glad Ken is raising this issue of complicated and disenfranchised grief. We will certainly see much more now and in the future given the impacts of the pandemic

Sadness can be written on pieces of paper and placed into a large glass cylinder reflective of God collecting our tears in jars. It is meaningful to participants and can be done in a virtual manner

Light a candle, say a prayer, read a poem, something that bring meaning and spiritual support to a patient, family, and/or staff

As a Hospice Chaplain, I have been asked by facilities to offer prayers while standing outside of the building. I connect with the "inside" by phone and the staff broadcast the prayers. People can see me through the windows. These have been incredibly beautiful events, greatly appreciated by staff. So not "virtual" in the sense of a video/voice connection only, but still an alternative way of offering support.

I was thinking it would be appropriate to expand a traditional hospice memorial service to do a community memorial time to include non-death related losses....

How about a hand blessing for staff? That can be done virtually. I agree not the same as in person and able to anoint with oil or some other way to bless hands

RNs can offer baptism. Clergy can coach them if need be. This has been done in OB units for years during emergency situations.

We have been told that FaceTime is not secure and we need to use Microsoft Teams

For baptism you can also ask staff with PPE to do the physical task of pouring water if clergy are doing the prayers and liturgy

We offer to have the nurse call the chaplain when s/he is with family

Lay people can do an emergency baptism in the catholic church and then having it confirmed by the church as long as the person has a belief in God.

It is the same for emergency baptisms within the Catholic and Orthodox Christian traditions.

I have been doing a weekly YouTube vide of encouragement and prayer/blessing for all of our staff. It has had good success so far.

That way the nurse handles the video technology allowing the patient or family to receive the support

Our facilities are understaffed right now. They are being overwhelmed by requests for video calls to patients

In the Catholic Church a lay person can Baptize in emergencies.

We're doing a hand blessing using lavender hand sanitizer

Google Duo is on a lot of the Android phones. Therefore, if they cannot facetime due to not having an Ipad, they can use Google Duo instead.

Dr. Doka anticipated my question regarding someone administering baptism who is not ordained. How about Eucharist/Communion/Lord's Supper?

Among (Roman) Catholics, it is also permitted for a lay person to baptize someone in extreme circumstances.

and the hand blessing could be done outside at the start of the shift as employees enter

Yes! I'm a Catholic and wanted to make the point that anyone can baptize as long as it's in the proper form, ie; In the Name of the Father and the Son and the Holy Spirit.

(Meaning not other words as the Trinitarian form, God's name is essential) We could serve this by making this simple information known to staff.

Regarding baptism: Why not ask the person or family if they are comfortable with a non-traditional baptism? Then if they agree, by phone, they can take ordinary water from the tap, and through blessing, make the ordinary, extraordinary, and then go forward with a baptism. It is non-traditional but it will draw people closer to the freedom of real presence.

What about a lay person pronouncing anointing of the sick?

In Chicago, we had a Hindu NICU nurse baptize Christian triplets in danger of death one night as she knew this info and that it would comfort the parents greatly whom she cared for. One did die. It was a great lesson to all of us.

A lay person cannot anoint but can give a blessing

in the Catholic church, anointing can only be done by a priest

Baptism yes under Extreme circumstances but with the understanding to complete at a later day.

Anointing of the sick in the Roman Catholic is only reserved for the ordained ministers (priests and deacons).

Yes all Catholic Sacraments are included in the Papal Indulgences

As art therapist in hospice and bereavement, I appreciate your referral to the therapeutic support. We offer telehealth therapy.

This is the Vatican's decree

<https://press.vatican.va/content/salastampa/en/bollettino/pubblico/2020/03/20/200320c.html>

Our volunteers are sending cards to the patients they used to be able to visit. Our social workers and spiritual care coordinators are sending cards to the caregivers as a tangible/visible reminder that we are still here with them.

all Catholic sacraments are covered in the Papal Indulgence

We have a morning prayer time with our spiritual care volunteers at 9 am with zoom and give them pt phone numbers to provide a supportive visit.

National Association of Catholic Chaplains COVID19 resources:

<https://www.nacc.org/resources/coronavirus-resources/>

With respect to providing spiritual music, I recorded 20 to 25 old hymns that I normally play at facility hymn sings and uploaded to YouTube. I then e-mailed links to the hymns to facility social workers/activity directors to play not only for our patients but other residents as well

Has a priest once mention to me that sacrament and anointing aren't always possible (car accident, instant fevers, etc.) and while preferred it's not necessary and not a deal breaker

FaceBook Messenger has an option for videochat that works well. If people know how to use Facebook, this is an option.

I have sent cards to patients who cannot interact easily over the phone, including nicely constructed scripture cards with photos on cardstock so they can be placed on a bedside table.

We are calling family members for dementia patients and many in facilities. How do we help these family members who are thinking their loved one will die without knowing why they aren't visiting them?

If by a window do window decorations/ notes.

Making posters to show from car window-a positive slow drive-by.

Our church has done a card shower for a member of our congregation who did not have access to technology. The parishioner received a "shower" of support and care from the congregation that was a concrete reminder of our support that could be revisited again and again.

Prayer can be important for all of us. Many churches are instituting prayer for healthcare and various specific roles at 7:00 PM each night. Similar to celebrations of healthcare. We can encourage patients and family to all participate at the same time. This can build a sense of unity and connection of us with them and all of us with the world. Thanks for the amazing program.