

Chaplaincy: Pastoral Response in Covid Times



- Our usual practice:
 - Listening, reassuring
 - Legitimate Lament
 - Sign of Hope – Faith resources
- Signposting to professional assistance
- Some particular pastoral issues:
 - From trauma to .. growth?
 - Stress, Mental, Anguish.. Embarrassment/Stigma
 - Grief / Bereavement.. honouring it at work
 - The shadow of trauma
 - Job uncertainty / insecurity

Plan for this presentation



Solihull Town Centre Chaplaincy

As a chaplaincy team we are here to support and care for all people who work in our retail outlets and business within the centre of Solihull.

We aim to make contact with all the retail outlets at least once a year.

In view of the difficult economic climate that we are experiencing listed below are some web sites and phone numbers that might be useful should you need them.

USDAW *Union of shop, distribution and assistants*
www.usdaw.org.uk

CAB *Citizens Advice Bureau*

StepChange Debt Charity

Debt advice Network

Solihull Community Housing

Income & Awards

General Money Advice

Benefits Information

Problems with Lincs shanks

MARLTS *Market in a Minute Live Team*
all details of events from 11 Solihull
0121 733 5802

We also have available leaflets on bereavement, substance and financial advice.

The Quiet Room in Touchwood Shopping Centre is open for anyone to use who wants to take time out. Contact the information desk for access.

If you wish to contact us then phone the Hub 700 8900 or 0791 892 8055 alternatively email hubchaplains@gmail.com. Any conversation is confidential.

WE CARE

The chaplaincy operates under the authority of CCB (Church and Ministry Group Birmingham) and is licensed and monitored by CCB (Church and Ministry Group Birmingham).

Solihull Chaplaincy
Church of England

0845 606 0540
www.adviceguide.org.uk
0121 744 3238
0121 775 6707
0121 705 2212
www.stepchange.org
0800 138 1111
www.debtadvicecentre.org
0300 011 2340
www.dobadvicehousing.org.uk
0121 717 1515
0121 704 8190

www.solihull.gov.uk
www.dwp.gov.uk
www.birmingham.gov.uk
www.solihull.gov.uk/housing
info@solihull.gov.uk

Employee Wellbeing Strategy

The aim of the strategy is to ensure our employees maintain their wellbeing at a time of uncertainty and change.

In line with the Plan and Core Values, the strategy sets out five priorities for the West Midlands Fire and Rescue Authority to develop, monitor and enhance wellbeing among its employees.

What is employee wellbeing?

The World Health Organisation (WHO) defines health as "a state of complete physical, mental and social wellbeing and not merely the absence of disease or infirmity". However, wellbeing is a subjective term, meaning many different things to different people.

Work can have a positive impact on our health and wellbeing in a number of ways. Wellbeing is a subjective term, meaning many different things to different people. Wellbeing is a subjective term, meaning many different things to different people.

Wellbeing is probably best described as something more than just health and happiness. As well as feeling satisfied and happy, wellbeing involves developing an inner peace, being fulfilled, and making a contribution to the community through work and social activities.

The strategy will be delivered in 3 streams – activities considered by the organization and resources provided for the employees.

WAYS & Elements of Wellbeing

Managing health, work and wellbeing is the responsibility of both the employer and the employee. In line with the core values and business (P)A(C)S, As a manager, it is essential to demonstrate positive leadership skills, such as being flexible, approachable, supportive and encouraging of employee engagement, to support and deliver positive wellbeing to you. Each one provides for you to evaluate your wellbeing needs and be aware of all the resources available to you. Each one provides for you to evaluate your wellbeing needs, along with other information about the 5 ways elements of wellbeing, on the wellbeing site.

As an individual you should reflect on your wellbeing needs and be aware of all the resources available to you. Each one provides for you to evaluate your wellbeing needs, along with other information about the 5 ways elements of wellbeing, on the wellbeing site.

Click below for contacts on local Wellbeing Services

Mental Health

Suicide Prevention

the-waitingroom.org

Signposting role

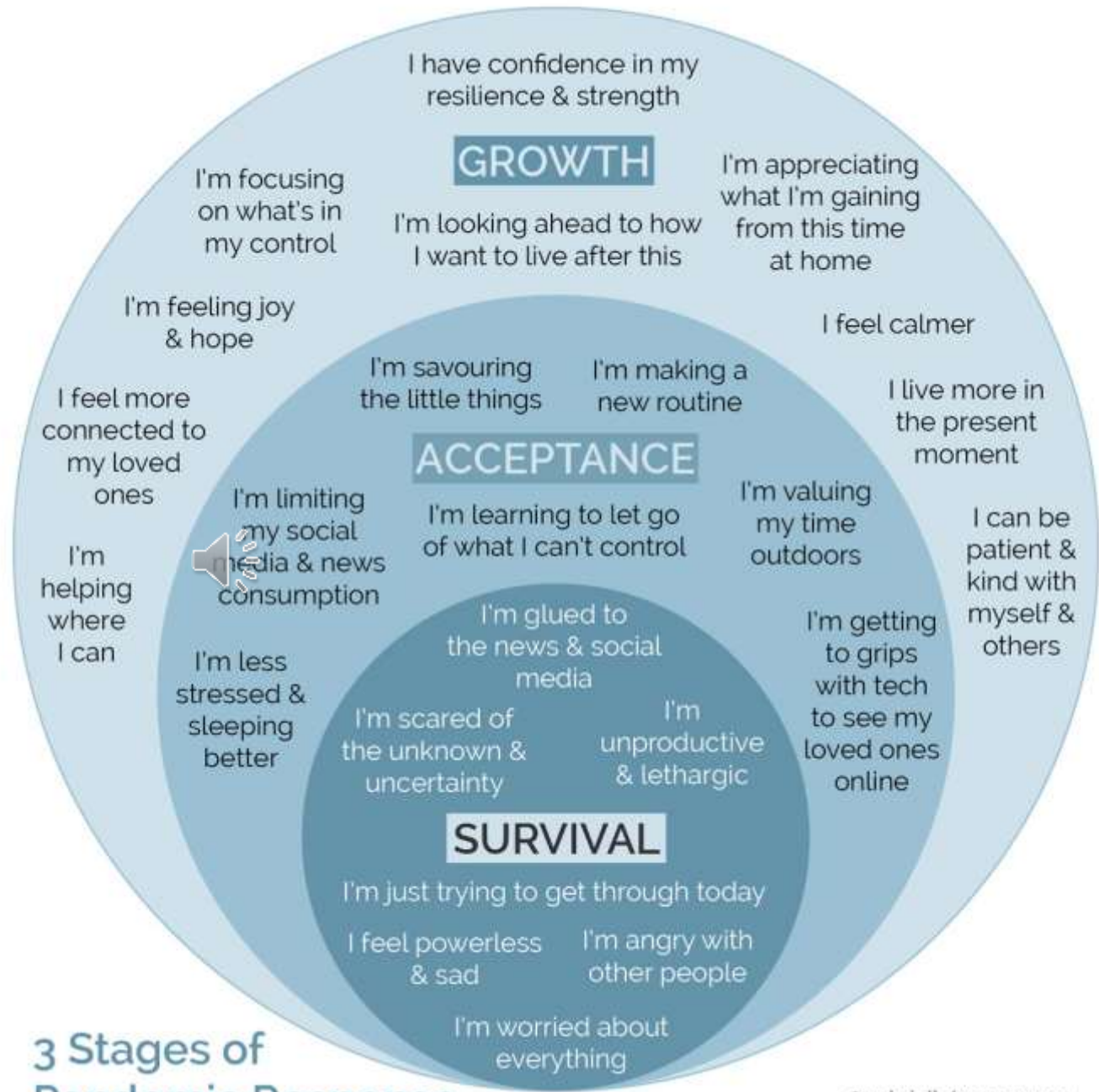


Pastoral issues we might encounter




From Trauma to Growth

“What’s happened, has happened”




3 Stages of Pandemic Response

- Its ok to talk... not stigma
- Champions Health Free Training – ‘Ecclesiastical’
(<https://training.championhealth.co.uk/>)
- Resources: Mind, Cruse
- Previous training? 

Mental Health



- Recognise the ways you react to stress
 - Notice those signs early as possible
 - Take 'first aid' action – step back (if you can), talk about it
 - Reduce unnecessary pressure
 - Work out what levels of pressure are ok for you, and how best you recover
- 
- Practise breathing exercises
 - Use exercise
 - Learn to relax
 - Identify and use your stability zones – activities, people, thoughts that bring you back to balance/

Bringing ourselves back into balance... Re-find your Stability Zone

Managing Stress



Someone took time to ask me / listen to me

- Mental Health First Aid Technique: Approach, Assess, Assist, Listen, Give Support, Encourage – Don't turn away or ignore if you have concerns
- “It looks to me as if you are not ok / a bit anxious / a bit confused..... Have I got that right?”
- What has helped them before?
- Do they have a Relapse plan / Crisis card?
- Is there someone you can help facilitate contact with – eg GP?
- Who in the business knows?
- Appear calm and confident!



Approach Mental Health Concerns



All sorts of Feelings are possible:

- Sadness or depression
- Shock, denial or disbelief.
- Numbness and denial.
- Panic and confusion.
- Anger or hostility
- Feeling overwhelmed.
- Relief.
- Mixed feelings.

Normalise the experience: There is no right or wrong feeling. Maybe part, none or all of these..

Also there can be:

sleep problems

changes in appetite

difficulty concentrating / remembering



physical health problems

withdrawing from other people - or wanting to be with others all the time.

Bereavement



Working through bereavement can involve different attitudes, at different times:

- Denial
 - Anger
 - Depression
 - Bargaining
 - Acceptance
-
- ...and it can take a long time.. years...

These 'stages' do not always appear in the same order for everybody.

Some people experience some stages and not others.

It is common to move forwards and backwards through the stages in your own way and at your own pace.

Some people may experience grief patterns outside of this cycle altogether.

But people are not 'going mad' when they feel things or when feelings change..

Knowing the language of these stages can help to make sense of what they are going through

Feeling Grief

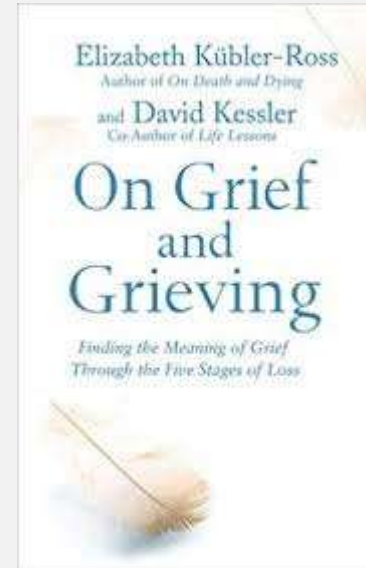


Self care:

- One day at a time
- Talk about it..
- What helps?
- Make a memory box?
- What triggers pain?
- Wellbeing Steps: Sleep, Exercise, Healthy Food, Connecting, Learning

Helping someone bereaved:

- Acknowledge the loss
- How do they want you to be in touch?
- Give them space, if they ask for it
- Listen
- Talk about the person who has died
- Do they need more help – if issues persist: look at Cruse support



Managing Grief



Honouring A Death:

- Acknowledge the loss
- Allow space / support for staff to be sad / grieve / talk
- Ritual Event - Flowers, Cairn of stones, Collage of pictures. Spoken reflections / Prayers
- Social Event – Lunch out for staff , A walk together
- Allow a memorial symbol for a little while

Marking Death at Work



Restructure & Redundancy at Work



Lost your job?



Practical advice and support for anyone facing redundancy

Leaflet Produced by Workplace Chaplaincy CIGB

www.cigb.org.uk

A Faith Partnership of the Churches of Birmingham and Solihull

How can Chaplains best respond?

Do Chaplains need different responses to the three stages?

