

## MINISTRY CARE LINE

# 1(800)767-8837

Monday-Friday, 2-5 p.m. (Eastern Time)  
Monday-Thursday, 8-11 p.m. (Eastern Time)  
[www.ministrycare.org](http://www.ministrycare.org)

To: New subscribers  
From: Nestor Bruno, M.Div and Psychologist (Director)

It is a pleasure to inform you that **Ministry Care Line**, an employee assistance program for church workers, is available to you. **Ministry Care Line** currently operates Monday through Friday from 2 to 5 p.m. and Monday through Thursday from 8:00 p.m. to 11:00 p.m.. Pastors, teachers, and staff are eligible to participate. There are now over 3,800 church employees in 36 organizations enjoying access to **Ministry Care Line** services. Immediate family members of covered employees are also eligible to participate.

Each participant has access by 800 number phone line, 1-800-767-8837 to a trained Christian mental health professional selected and employed by Kettering Counseling Care Center, a part of Kettering Health Network. **Ministry Care Line** operates every weekday, except major holidays.

The purpose of **Ministry Care Line** is to give our professional church and school leaders and their family members confidential access to trained professionals to help provide support and consultation when the human problems and unique challenges of being a Christian leader emerge. This program is being provided by your administration in recognition of your need for easily accessible supportive services. However, no information personally identifying a caller will ever be provided to officials without the specific permission of the caller. In fact, the caller may remain completely anonymous if they desire. Your employer merely receives a quarterly report of the total number of calls known to have originated from your organization. Names or other identifying information are never attached to such reports.

The phone worker is trained in crisis intervention and counseling. Our phone consultants are available as objective helpers in processing and evaluating your issues and their potential solutions. **Ministry Care Line** also has access to national directories for referral to counselors, psychologists, psychiatrists, and other professionals throughout North America in case face to face counseling is required in a particular situation. Pastors and teachers who do counseling can also have access to the phone worker for consultation regarding their own difficult cases, perhaps avoiding mistakes that might adversely effect the counselee (clergy and teachers are not immune from malpractice litigation).

There is no cost to the employee or family member for either the call or the **Ministry Care Line** worker's time. This is all being provided by your organization's subscription.

Copy down the phone number and keep it, you might not need to call right now, but it's just nice to know we're here. Or perhaps your concern for a colleague could best be expressed by reminding them of the Ministry Care Line phone number

Staff members who are the voice of Ministry Care Line include: Nestor Bruno, Psychologist and Pastor, fluent in Spanish, English and Portuguese, Bob Peach, LPCC, ordained minister, M.Div. Andrews Univ., M.S. in Marriage and Family Counseling Wright State Univ., D.Min. Fuller Theological Seminary in Pastoral Counseling and Family Ministries. Mary Appenzeller, PhD, Licensed Psychologist, Walden Univ., Lorraine Beaven, R.N., M.S. University of Maryland in Psychiatric Nursing. Richa Stevens, R.N., M.S. Loma Linda Univ., psychiatric nurse, pastor's wife Daryll Ward, PhD., University of Chicago, experienced in addictions recovery, ordained minister.

Please call if we can help! In fact, why not take a "test drive" with **Ministry Care Line** just to get acquainted?

Ministry Care Line  
Brief Presentation to Subscribing Organization Employees  
Talking Points  
FAQ

MCL calls are confidential. How confidential is “confidential?”

MCL phone consultants jealously protect caller’s identity. Each phone consultant is trained to a high standard of the ethics of the mental health professions and will never divulge identifying information about a caller to anyone outside of the MCL staff except as mandated by law. The only report of call activity provided by MCL to subscribing organization administrators is a quarterly report of the total call volume from that organization (no anecdotal information about the calls is provided that could ever identify a caller).

Are callers required to identify themselves to the phone consultant?

No. The caller may remain anonymous to the phone consultant. If the caller does choose to identify themselves, their issues and identity will remain confidential as just mentioned. The phone consultant most likely will ask the caller to identify their subscribing organization. This is only so we can provide the quarterly call volume total to the conference. However, if the caller is uncomfortable identifying their subscribing organization the phone consultant is not required to obtain it.

Doesn’t the phone consultant have caller ID available so they can tell who is calling?

No. We purposely do not have caller ID operating on our MCL phones. We genuinely want the caller to feel safe as they talk with the MCL phone consultant.

What do callers talk about?

Almost anything imaginable. For instance: marriage and relationship issues, problems in professional relationships with administrators or colleagues, confidential consultations for pastors or teachers in their own counseling cases, parenting problems, issues with the callers parishioners or students, concerns about the presence of anxiety or depression in a callers life, problems that teenagers are having with their parents or in school, pastors or teachers who need help in locating referrals for Christian counselors in their area for themselves or for those they serve.

How long can a call to MCL be?

As long as is needed. There is no arbitrary cut off time. The average length of call however is about 25 minutes.

If I call a second time, can I talk with the same phone consultant as the first time?

Yes, but keep in mind that there is only one phone consultant of our staff of seven on duty at any one time. If you call and the desired phone consultant is not on duty, just ask the one on duty to look at the phone schedule and tell you when the consultant you want is next on duty