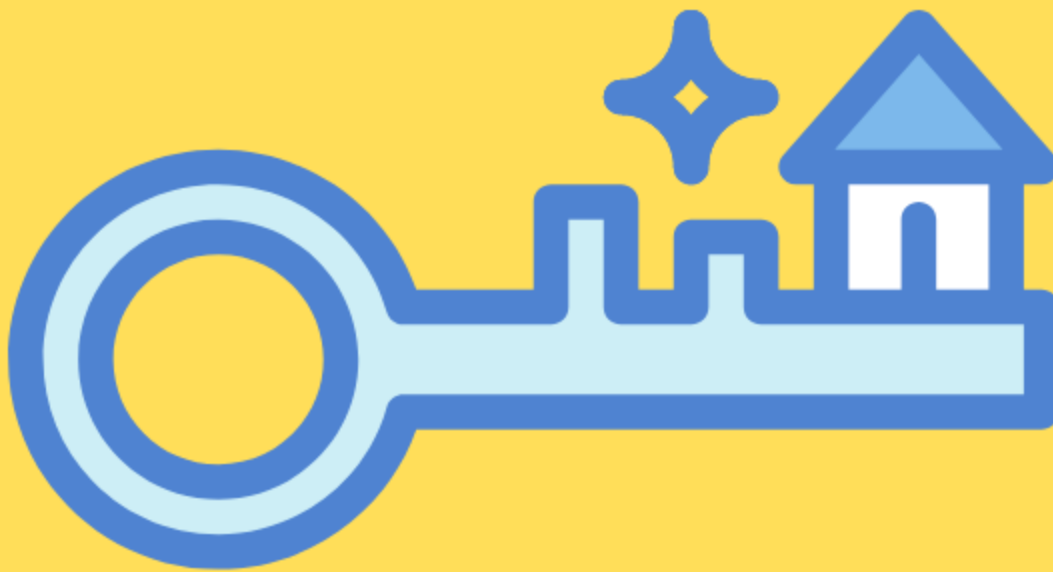


THE FAMILY STEWARD

Crisis Management Plan



Ann Marie Knight-Rennalls

Managing people and situations can often be difficult. For a family steward, critical situations can rise up unexpectedly.

- **This step by step method of coping with the role of stewardship should help create a clear path to managing events before, during, and after certain life events.**



EFFECTIVE STEPS FOR STEWARDSHIP

- 1. Evaluate the problem/crisis of the person you have taken responsibility for.**
- 2. Determine your intention.**
- 3. List all possible resources.**
- 4. Create a timeline**
- 5. Assemble your Care Team.**
- 6. Get agreements/commitments.**
- 7. Implement your plan.**
- 8. Determine the weak spots in your plan.**
- 9. Reflect.**
- 10. Acknowledge and celebrate.**

Evaluate the Problem/Crisis at Hand

Now that a life event has happened which impacts a person you have taken responsibility for. Let's call them for simplicity your charge. A charge is a person that you have assumed responsibility for. A charge can be a family member, a friend, or anyone you decide to outreach to. When a crisis happens, there are steps you can take to master any situation.



One of the first things you can do when a life event happens to someone you steward is to determine if you are in crisis mode. You have to determine if immediate action needs to be taken, or do you have a manageable amount of time to react and take-action?

Grab a piece of paper and list all aspects of the event that need to be addressed:

- 1. Location: Where is your charge in relation to you? Will there be travel concerns?**
- 2. Available resources: What resources are available to you? Resources can be physical as well as financial. Examples of additional resources are:**

- Additional family members**
- Friends**

- Church members

- Charities

- Government agencies

- Private agencies

- Private funds

3. Financial concerns

Are financial concerns going to impede your care for your charge? What sources can you tap into for financial support? Does your charge have:

- Private insurance

- Government insurance

- Donations from family

-Charities/church groups

The process is the same whether this is a short term or long-term event.



Determine Your Intention

While this step is listed as the second step in the stewardship process, I believe that this step is the most important. When caring for others, it is essential to determine your intention. Intention will drive all aspects of stewardship. Intention becomes your true north.

Intention is your desired outcome when caring for your charge*.

Intention is your end game. In an ideal world with no challenges, your intention is how you would this care event to turn out.

Once you set your intention you will be able to determine what roles you will play in supporting those you steward.

Roles of Stewardship:



- **Full Stewardship-** An individual responsible for all aspects of another person or persons well-being.
- **Partial Stewardship-** The support staff to another person providing direct/full stewardship.
- **Financial Stewardship-** To provide full or partial financial support for a person or persons well-being.

Sample Intention Statements:

- ***It is my intention to help my mother financially during her hospital stay....***
- ***It is my intention to provide moral support to my daughter and her husband during their adoption process...***
- ***It is my intention to oversee my fathers end of life care to my best ability....***

List all Possible Resources

When stewardship is needed it is helpful to understand all the resources available to you. Often stewards do not know all the resources available to help manage a person or persons in need of support.

Possible resources:

- **Immediate family members.**
- **Extended family members**
- **Friends.**
- **Church members.**
- **Neighbors.**
- **Work Colleagues.**
- **Government Agencies.**
- **Charities.**
- **Social Media.**

Create a Timeline

Creating a timeline for a life event for a care giving situation is helpful for many reasons including:

- **A timeline helps determine if this life event is an emergency.**
- **A timeline determines if this is a short term or long-term life event.**

Once you have established a timeline (no matter what length), you can break the event down into manageable pieces.

Assemble Your Team

Any great endeavor can use the power of a great team. Whatever problem you face as a steward can benefit from support and input. Assembling a team can help spread the load, inform your decisions, and help soothe your emotional anxiety.



Possible Team Members:

- **Immediate Family**
- **Extended Family**
- **Friends**
- **Neighbors**
- **Workmates**
- **Church Family**
- **Government agencies**
- **Charitable organizations**
- **Public programs**
- **Private agencies**
- **Social Media**

Now that you have determined who your team members, it is imperative that team members it is imperative that you get agreement on their role.

You must get agreement on your team member support

- **When having the initial conversation about the support that you need from your team member be sure to :**
- **Go over the problem and their support role.**
- **Gather your team members contact information (as well as social media info).**
- **Explore possible conflicts and solutions for your team members.**

Be flexible and be open to feedback. Set up a time and venue for regular contact:

- **Text**
- **Email**
- **Phone calls**
- **Breakfast/Lunch/Dinner**



Verify the Agreements

You have; assessed the problem, gathered your team members, verified your resources, and figured out your timeline.

There is one essential step to take:

Determine if you have agreement with all of your team members.

A great care plan can fall apart if any key component fails due to a lack of resources or having a team member who does not follow through with their commitments.

Communication is key. Everyone on your care team should be flexible because unforeseen obstacles may present themselves.

One of the great benefits of this moment in time is out access to technology.

Technology is a great aid in helping everyone on the team being on the same page. Texts, emails, and phone calls will help you have a responsive and successful caregiving team.



Implement Your Care Plan

You may have already begun to take action. Integrate team members as they come on board.

Keep the communication lines between team members open.

Gather all your resources and be open to new resources that may present themselves to you.

REVIEW Your Care PLAN

As your care plan goes forward , it is essential to review how things are going. The review process can be as simple as a personal reality check or as involved as a full care team meeting. When reviewing your plan, the following tips may be helpful:

- Determine what is working and what is not.**
- List your triumphs and areas of improvement.**
- Acknowledge inventive solutions put forth by you and your care team members.**

- **Brainstorm solutions to problems with your care team.**
- **Be open to team insights as well as any changes in their levels of commitment in either time or resources.**



Acknowledge & Celebrate

Caregiving is the most arduous and rewarding work. To be "my brother's keeper" is a holy endeavor. Very often caregivers can give so much of themselves that they themselves become uncared for.

It is essential for the caregiving team to acknowledge the essential and valuable work that they are doing. Taking time to pat one another on the back puts some of the emotional energy back into the care team's battery.

Celebrations come in many forms:

- **Get togethers-planned and impromptu.**
- **Positive texts**

- **Small Gifts:**

- movie tickets
- gift cards
- food treats.
- the gift of time

***or anything that you can afford to say thank you for helping.**



Reflection

Caregiving is an ongoing life event. Stamina is required as the role of stewardship is always changing. The elderly are always getting older, the young are always growing up, and people get sick all the time.

Take time to reflect on the process of being of service to other human beings. The role of caregiver is what life is all about. It is what we will be remembered for and it is what matters most at the end of our lives. Who we are to our friends and loved ones is the most authentic expression of humanity that there is.

The goal of this ebook is to facilitate community and a checklist that can be used to logically make a plan when emotions might interfere. When people feel included in a common goal based on the best of intentions, things usually turn out okay. With support and communication , every outcome can be enriched.

Remember that true stewardship should strengthen the bonds of family and friends. Community is the goal and isolation the enemy.

