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## FREQUENTLY ASKED QUESTIONS

### **1. WHAT IS A SUPPORT TEAM?**

A Support Team is a group of volunteers working together to offer practical, emotional, and spiritual support to individuals and families with health care concerns or other special needs.

### **2. WHAT DOES A SUPPORT TEAM DO?**

A team's activities may include transportation to the doctor or grocery store, household or yard chores, errands, meals, social outings, visits, phone calls, or a time for caregivers to have a respite or break. Team members simply do what they can, when they can, but in an organized way with a built-in support system.

### **3. WHY ARE SUPPORT TEAMS NEEDED?**

The number of persons with health care needs at home is increasing due to persons living longer with fewer resources. Improved medical treatments help people live longer but not necessarily with the quality of life desired. At the same time fewer caregivers are available due to family members living further apart. One-on-one volunteers can easily get "burned out" without needed support, and many community groups focus primarily on short-term crises.

### **4. WHAT ARE THE ADVANTAGES OF A TEAM APPROACH?**

A team approach provides volunteers with maximum time flexibility, a built-in support system, and the opportunity to offer a variety of skills.

### **5. WHO CAN FORM TEAMS?**

Anyone can start a Care Team! Persons from congregations, civic groups, businesses, university students, organizations, neighbors, and friends may want to form a team. Each Team Member's time involvement is flexible and guilt-free. Each Support Team has an open door and Team Members may rotate on or off the team at anytime.



## **6. WHAT ARE DIFFERENT WAYS TO ORGANIZE A SUPPORT TEAM?**

There are three Support Team models that allow a Team to organize in different ways depending on the need(s):

- A.** Basic model--Focuses on one person/family and meets a variety of needs;
- B.** Mission model-- Focuses on the common need of several persons;
- C.** Facility model--Focuses on one place (i.e. nursing home, clinic, etc.) and meets some of the needs of persons at that site.

## **7. WHAT TRAINING IS NEEDED?**

Support Team orientation is scheduled for all new groups and members. Orientation usually includes an initial 2 hour session followed up regular team meetings that last for 59 minutes.

## **8. HOW IS A TEAM SUPPORTED?**

Each team designates a Leader to coordinate the work. Many groups also rely on a Coach (optional) to help facilitate communication and to tap into community resources. Locally, Project Compassion offers a dynamic network of Support Teams in the Durham/Chapel Hill area. These teams share materials, trainings, resources, and support through Project Compassion. Nationally, The Support Team Network serves as a resource and support for forming Support Teams. They are available at [www.supportteam.org](http://www.supportteam.org).

## **9. CAN CARE TEAMS WORK WITHIN PROGRAMS OR MINISTRIES ALREADY IN PLACE?**

Yes, a team approach can be integrated into any program or ministry such as homebound ministry, pastoral care, congregational care, crisis ministry, youth programs, Stephen Ministry, deacon or outreach ministry, women's or men's ministry, employee support programs, and many more. Support Teams have been formed for persons with Alzheimer's disease, HIV disease, cancer, heart disease, disabilities, and dozens of others.