



# Mosaic Church

## How Do We Care for Each Other?

This short guide is intended to be a helpful tool for the members of Mosaic Church to know what they can expect from the church in terms of care, how to receive care, and how to extend care to their fellow church members.

Because care involves people and people aren't all the same, the responses below are principles, but they are not exhaustive and will not be applied in the exact way to every unique situation. It is important that care is delivered in a way that can be received by the individual Mosaic member.

For greater pastoral context to these questions and answers, consult the sermon series "A Caring Church," available on the resources page at [MosaicRichardson.com](http://MosaicRichardson.com)

- *Does God care?*

There are times when we endure trial, sorrow, sin, or grief that we might be tempted to believe that God doesn't care. In 1 Peter 5:1-11 we are invited to "cast all our anxieties on God because he cares for us." Psalm 56 tells us that God "keeps count of our sorrows and collects our tears in a bottle."

God does care. But it can be hard to *feel* and *believe* that sometimes.

- *What is care?*

Broadly, care is the extending of God's love to those made in God's image. Care is demonstrating Christ's heart to people in vulnerable need. Care can look like a multitude of things, such as:

- Extending mercy or grace
- Forgiveness
- Encouragement
- Service
- Prayer

- Exhortation or correction
- Benevolent giving

The goals of care are renewal, healing, holiness, and ultimately worship.

Before care is a strategy or system, care is a culture based on a set of shared principles in a church family. Christ-like Care isn't a switch we flip on or off, it is intended to be the communal witness, heart, and habits of a family of disciples of Jesus.

Biblically, we have a responsibility and stewardship to provide care to those in our familial household, our brothers and sisters in Christ, our neighbors, those under any authority we steward in leadership, and our own selves.

- *What are the kinds of care?*

Because care involves people and people are unique (different experiences of the world, different backgrounds, different stories, different sin struggles), the care of souls falls on a spectrum.

At Mosaic Church, we think of care in three broad categories:

**Basic Care:** Basic Care is something all people everywhere need and desire in the course of their lives. It can be attended to with the support of Christian community. This may or may not include church leadership or professional therapeutic services, but will always include other faithful brothers and sisters in Christ.

Examples of situations warranting Basic Care: Low-level anxiety, discouragement, babies born, non-emergency hospital visits, loneliness/isolation/alienation; non-aggressive conflict or dispute resolution.

**Elevated Care:** Elevated Care is the care needed for situations that are significant, disruptive, and/or ongoing (or repetitive). Many people will need to walk through elevated care in the course of life in a broken world, but not all. Elevated care will require more than just care from fellow brothers and sisters in Christ. It will often require care from church leadership (pastors, staff, or deacons) and may occasionally require care from professional services (including counselors or mediators).

Examples of situations warranting Elevated Care: The disclosure of long-term, outward sin, addiction, unmanaged long-term mental health issues (including depression and anxiety), persistent struggle with pornography, abuse, neglect, aggressive conflict, public conflict and gossip, leadership conflict; members leaving the church as a result of conflict.

**Professional Care:** Professional Care will not be needed for all situations, but is required for situations that appear to be dangerous for one's self or others, involve danger or threat of

danger to minors, or involve mandatory disclosure of harm done to minors or vulnerable people (including the elderly and disabled). Additionally, professional care may be uniquely beneficial to those who are experiencing the impact or effects of trauma. Care situations that involve danger or harm against a minor should immediately be communicated to the mandatory reporting authorities. (Please refer to the mandatory reporting section below.)

Any committed violence or threats of violence should immediately be communicated to law enforcement. Once you have contacted the appropriate authorities, you should communicate the situation to an elder.

Professional Care needs or situations that don't involve a minor, the threat of harm or violence or violence being committed, should immediately be communicated to the elders and then communicated alongside the elders to the appropriate outside parties (hospitals, counselors, police, etc.).

Examples of situations warranting Professional Care: Suicidal ideation, physical abuse or threat of physical abuse, felony offenses; sexual assault of any kind.

- *What is the goal of care?*

There are four central goals of care at Mosaic:

**Rejoicing:** It is our hope that when people receive care at Mosaic that it moves them towards the worship and glorification of God.

**Repentance:** It is our hope that when people receive care at Mosaic, particularly when sin is involved, that it moves them towards repentance from sin and trust in God.

**Renewal:** It is our hope that when people receive care at Mosaic they experience personal renewal, refreshment, and restoration that leads to greater joy in Christ, joy in their relationships with others, and personal freedom.

**Repair:** It is our hope that when people receive care at Mosaic that they will be more able participants in bringing the love of Christ to a broken world.

- *How to care like Jesus.*

If we want to care like Jesus it will require: love, labor, listening, honesty, hope, order, others, prayer, presence, patience, comfort, correction, encouragement, exhortation, humility, compassion, grace, kindness, gentleness, rest, reflection, wisdom, waiting, the word of God, the Spirit of God, trust, truth, time, faithfulness, and sacrifice.

- *How do we resolve conflict with one another?*

- Begin with love. (John 13)
- Practice self-examination in light of God's word. (Psalm 7, Proverbs 3:5-6, Matthew 7:3-5)
- Pray for each other. (James 5:16)
- Talk to the person, not about the person. (Matthew 18)
  - If the conversation isn't fruitful just between you and the other person, invite another trusted person into the conversation.
- Avoid gossip and slander. (Proverbs 26:20-22 and 1 Timothy 5)
- Remember we aren't all the same. (1 Corinthians 12-14)
- Consider others more significant than yourself. (Philippians 2)
- Be mature and speak the truth in love. (Ephesians 4)
- Be quick to listen, slow to speak, and slow to anger. (James 1)
- Avoid bitterness. (Hebrews 12)
- Grant forgiveness, as you have been forgiven. (Ephesians 4:32)

- *What is mandatory reporting?*

The church is not and should not be excused from the legal mandate to report the abuse or suspected abuse of children. Texas has both civil and criminal laws to protect children from abuse and neglect. If you suspect that a child is being abused or neglected, the law requires you to report it.

This also includes the willful disclosure of abuse from the abused and from the abuser. This means that if a minor confesses abuse, you must report it immediately. If someone confesses they have abused a minor (even within the context of a small group, a prayer meeting, an accountability meetup, a "trusted or confidential disclosure," or a pastoral counseling session), this must be reported.

To report the abuse or suspicion of abuse of a child you should call this 24 hour abuse hotline: 1-800-252-5400.

Abuse of a senior who is not in a healthcare facility can be reported to Adult Protective Services at (800) 252-5400. If someone is in immediate danger, call 9-1-1 or your local law enforcement agency. Senior abuse: Adult Protective Services (800) 252-5400.

- *What is the difference between gossip and seeking counsel?*

In the course of caring for others, it's not uncommon to be trusted with vulnerable information. When that happens, it can be tempting to gossip, but we must avoid this. At the same time, there is prudence in seeking counsel from other trusted Christians. What is the difference between gossip and seeking counsel?

The distinction between gossip and seeking counsel is really a matter of intent, a motivation of the heart. Some ways you can avoid gossip when seeking counsel for how best to care for another person:

- You can ask yourself: Why do I believe it would be helpful to discuss this with another person? Do I have permission to share with others from the person who has asked for help or shared this sensitive information with me? Will this be fruitful?
  - You can ask them: I want to love and care for you well and I think I need help and input from other people. Is it ok if I ask (*this other person*) for input, counsel, and help? If not (*this person*), who do you think you would feel comfortable discussing this matter with? Would you prefer for us to meet with them together?
  - If the individual is broadly uncomfortable with you discussing the specifics with another person, you can seek out input from another trusted person by giving them the general background information and presenting concerns, without identifying who the person is that you are providing care for.
  - You can begin and end your conversation with the person you have sought counsel from in prayer.
  - You can be diligent to go back to the person you are caring for and share with them what you have discussed and how it may impact the care you provide.
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- *What is the difference between Pastoral Care and Professional Care?*

One of our standards of care at Mosaic is that we want to “embrace our limitations.” We want our pastoral and staff team to be keenly aware that we do not know all there is to know. We are not a “one-stop-shop” for care and want to communicate to our members that we think there is wisdom in referring to the appropriate outside professional services when a situation arises that merits certain kinds or degrees of attention and care.

Pastoral Care is care that occurs within the context of a local church and primarily involves the ministry of pastoral presence in listening, counsel given from God’s word, and the ministry of prayer. In 1 Peter 5:1-5, the pastors of a local church are charged with shepherding the flock of God “that is among you.” This informs our vision for pastoral proximity, where the pastors and shepherds of a local church are in close proximity to the people that they are shepherding. Admittedly, this becomes increasingly difficult in a growing church. But it remains (and will remain) the goal and one of the core values of pastoral care at Mosaic.

Professional Care is care that occurs outside the context of a local church, but within the context of the broader Christian community (i.e. in partnership with a local church), and involves external resources or trusted professional services (including therapeutic and counseling services). It is best viewed as a helpful complement to the ministry of a local church, but focuses on the use of tools, diagnostics, and disciplines that are drawn from principles of Christian truth and scripture, but often incorporate scripturally congruent insights from other disciplines including psychology, medicine, and sociology. There are many faithful approaches to counseling

from a Christian perspective, many of which can be helpful. Mosaic has a referral lists of Christian counselors representing a range of faithful methodological approaches that it is prepared to share with those seeking professional counseling.

- *As a member of Mosaic what can you expect in terms of care?*

At Mosaic, we want our members to expect care that is biblically sound, compassionate, holistic, patient, trustworthy, humble, clear, and prayerful.

- *What if we need financial help? Is that care?*

Galatians 6:10 says, “Do good to everyone, but especially to those who belong to the household of God.” There are times when the kind of care we need will involve financial assistance. As situations arise and funds are available, the elders consider benevolence requests on a case-by-case basis. Thanks to the generosity of the people of Mosaic we have been able and hope to continue to be able to help individuals and households with financial needs that arise.

- *How can I get help?*

If you are in immediate danger as a result of abuse or threats of abuse, you should immediately call the police and notify a pastor or staff member. If a minor is in immediate danger or has disclosed abuse to you, you should follow the guidelines for mandatory reporting above.

You can contact any of our staff, pastors, or deacons by [emailing them](#) or by finding them on a Sunday. Our staff, elders, and deacons wear name tags on Sunday and are available for prayer following the sermon.

You can fill out the benevolence request form [here](#).

You can fill out the prayer request form [here](#). This form has an option for follow-up from a pastor or women’s minister.

- *How can I give help?*

You can join our prayer team by filling out this form [here](#).

You can give to the Mosaic benevolence fund by selecting it on the giving tab [here](#).

You can get involved in leading a Mosaic Group or a Passage group.

### ***Appendix: David Powlison’s X Ray Questions***

Note: It can be hard to know how to ask deep questions in a world of superficial conversation. Not every conversation needs to be marked by diving deep, but there are moments when it is

helpful to ask deeper questions in order to see how you might be able to care for another. David Powlison, a Christian counselor and author, put together a list of “X Ray Questions” that we have found helpful for personal reflection and for care ministry to others.

- What do you love? Hate?
- What do you want, desire, crave, lust, and wish for? What desires do you serve and obey?
- What do you seek, aim for, and pursue?
- Where do you bank your hopes?
- What do you fear? What do you not want? What do you tend to worry about?
- What do you feel like doing?
- What do you think you need? What are your “felt needs”?
- What are your plans, agendas, strategies, and intentions designed to accomplish?
- What makes you tick? What sun does your planet revolve around? What do you organize your life around?
- Where do you find refuge, safety, comfort, escape, pleasure, security?
- What or whom do you trust?
- Whose performance matters? On whose shoulders does the well-being of your world rest? Who can make it better, make it work, make it safe, make it successful?
- Whom must you please? Whose opinion of you counts? From whom do you desire approval and fear rejection? Whose value system do you measure yourself against? In whose eyes are you living? Whose love and approval do you need?
- Who are your role models? What kind of person do you think you ought to be or want to be?
- On your deathbed, what would sum up your life as worthwhile? What gives your life meaning?
- How do you define and weigh success and failure, right or wrong, desirable or undesirable, in any particular situation?
- What would make you feel rich, secure, prosperous? What must you get to make life sing?
- What would bring you the greatest pleasure, happiness, and delight? The greatest pain or misery?
- Whose coming into political power would make everything better?
- Whose victory or success would make your life happy? How do you define victory and success?
- What do you see as your rights? What do you feel entitled to?
- In what situations do you feel pressured or tense? Confident and relaxed? When you are pressured, where do you turn? What do you think about? What are your escapes? What do you escape from?
- What do you want to get out of life? What payoff do you seek out of the things you do?

- What do you pray for?
- What do you think about most often? What preoccupies or obsesses you? In the morning, to what does your mind drift instinctively?
- What do you talk about? What is important to you? What attitudes do you communicate?
- How do you spend your time? What are your priorities?
- What are your characteristic fantasies, either pleasurable or fearful? Daydreams? What do your night dreams revolve around?
- What are the functional beliefs that control how you interpret your life and determine how you act?
- What are your idols and false gods? In what do you place your trust, or set your hopes? What do you turn to or seek? Where do you take refuge?
- How do you live for yourself?
- How do you live as a slave of the devil?
- How do you implicitly say, "If only . . ." (to get what you want, avoid what you don't want, keep what you have)?
- What instinctively seems and feels right to you? What are your opinions, the things you feel are true?
- Where do you find your identity? How do you define who you are?