



## 2021 Third Quarter Details by Region

Dedicated to providing *compassionate support* to the seriously ill, their families and caregivers, and to being an educational resource for crisis ministry.



Has your name ever been on a hospital board such as this one?

Nowadays, for the sake of privacy, all they post is your patient number.

***You are more than a number to God and our prayer warriors at Lifeline Chaplaincy.***

Let us know when you or your loved one is in the hospital,  
and we will come and sit with you for a while.

Refer patients online - <https://lifelinechaplaincy.org/patientreferral/> or call (toll-free) - 888-767-6363

*Prayer is the language of one  
burdened with a sense of need.*  
- E.M. Bounds -



God, give us the hearts to pray with a communal sense of need.

The need:

For inner peace.  
For unencumbered honesty.  
For bodily and spiritual healing.  
For mutual respect.  
For less bluster and more humility.

Our world is splintered through human discord, disdain, and hatred.

We are suspicious of others, fearful of scarcity, afraid to be unguarded.

And, we are weary. Self-preservation based on fear is draining us . . . pulling us  
away from the ability to love others that are different.

The words of Jesus ring in our ears: “If you love only those who love you,  
what reward do you have?”

We grieve over this international pandemic, the lives that are lost,  
the illnesses that are depleting medical resources and caregivers’ energy.

We need hope, strength, truth, kindness and love . . . all of which You are  
more than willing to give us. Indeed, in many quiet ways, You are already doing so.

For that goodness, we are grateful.

May we quieten down, meditate on the plentitude of life, and refresh our  
souls by listening to Your still, small voice – a tender voice stronger than  
any noise of discord, disease, even death.

Amen

## Calendar Events:



**Summer and Fall Trainings Are Happening!!!** Both in-person and online options are available.

You can register and find more info on our website - <https://lifelinechaplaincy.org/events/>

### **Ministry in Times of Illness and Loss; Part 1**

7/23-24 - Austin, TX (in-person & online)

9/11 – Tarrant County, TX (in-person)

8/21 - Dallas, TX (in-person)

10/22-23 - Houston, TX

**Other Events:** 7/24 – Blood Drive: Houston Bldg. 10/5 – South Texas Virtual Gala

## Central Texas:

- Hospital Televisits (*patients & loved ones*) 718
- Calls/ZOOM Meetings with Volunteers 16
- Development Team Contacts 265
- Scheduled Events:
  - 7/19 **Board of Chaplaincy Certification.** Tom served on 2 certification committees for 2 chaplaincy candidates with the Association of Professional Chaplains.
  - 7/23-24 **MTIL Training, Part 1** (*hybrid format: in-person + online*)
  - 8/20 **Pastoral Advisory Committee Representative.** Participated in exit interviews for CPE (Clinical Pastoral Education) summer intern students, Baylor Scott & White.
  - 9/23 **Conducted Ministry in Times of Illness and Loss, Part 1.** This was our first hybrid workshop presented both “in-person” and “live streamed.” *See photo and caption below.*
  - 9/28 **Summer Internships.** Spoke to two ministry classes at Oklahoma Christian University about summer internships.
  - 9/29 **Chapel Presentation** at OC Bible Department Chapel along with Paul Riddle and David Martin then conducted student internship interviews with potential candidates for summer 2022 internships.



***Look at these beauties!*** Some of the Georgetown Soft Touch group is getting back to sewing. Pictured left to right - Reba Marchbanks, Sue Powell, Sarah Lynch, Carolyn Franklin and Ginger Demers. The pillows that are hand-made and prayed over, are distributed to the patients and caregivers our chaplains visit in area hospitals. Pillows are also distributed to the Ronald McDonald House in Austin.

Joy Dillman teaching Interactive Role Play during a recent “hybrid” MTIL-Part 1 Workshop in Austin. Our Ministry in Times of Illness and Loss workshop has traditionally been an in-person workshop, and with Covid we have branched out to trying online and, in this case, a hybrid workshop model in which 6 participants from Austin, Plano, Abilene, Houston and Seguin met. Joy, a volunteer chaplain in Central Texas hospitals, assists in training workshops.



Visiting a patient recently at St. Joseph’s Hospital in Bryan, TX, this imposing 20-foot-tall artwork is an important reminder in a place where people are suffering all kinds of ills. How appropriate to be reminded of the need for enduring love expressed through its definitions of patience, kindness, trust and hopefulness. These important aspects of compassion are needed for care recipients and caregivers alike. - [Tom Nuckels](#)

## Dallas:

- Hospital Televisits (*patients & loved ones*) 799
- Development Team Contacts 1895
- Soft Touch
  - Volunteers 50
  - Items Created 1976
  - Hours Worked 485
- Scheduled Events:
  - 8/11 **From Victory Unto Victory** Volunteer Devotional/Encouragement
  - 8/21 **MTIL Training, Part 1** (*in-person*)



I was given the name of a patient to visit by a UT Southwestern Chaplain. When I went into the room, she greeted me with a smile and asked me to come on in. She was so grateful that I had come. We visited for a while and then I sang a hymn for her. I gave her a pillow, that was provided by so many wonderful servants. She was touched that someone would make a pillow for her. We prayed together and then I left. While I was eating lunch, I had a call but I didn't check to see who it was. When I got home, I checked the message and saw that she had asked me to come by her room if I was still in the hospital. She said she wanted me to sign her pillow. This was on a Thursday and it was not possible for me to do so. Sunday afternoon I called to make sure that she was still in the hospital and sure enough she was. So, I went to the hospital and signed her pillow. She had had several other people that had served her to sign it also. We visited a little more and then I left.

by Chaplain Volunteer & Dallas Development Board Member Gary Billingsley



### From Victory Unto Victory

Jesse Stroup, Dallas Director of Spiritual Care, leads Dallas volunteers in a time of devotion, singing and prayer.



### A Veteran's Angel

*"Mr. Jones, my name is Jesse Stroup, and I am with Lifeline Chaplaincy a ministry of churches of Christ. Is this a good time for a brief visit with you?"* I asked.

He said, *"Anytime someone wants to talk about God with me, then I want to talk. Can I tell you my story,"* he asked? And he began his story which thrilled me.

I was living on the street in Dallas some years back just doing my thing and sleeping at the Salvation Army. Near there, late one afternoon, a man approached me and asked if I was hungry. *"Yes, I am,"* I said. He said, *"Get on that van over there, and I will be there in a minute."* Thoughts of a good hot meal went through my mind. We traveled a short distance, and he said we are going in here and worship God. We went in and soon people started praising God, praying, and singing. This was not the kind of food I was expecting but it was the food I really needed. I got into the worship, and it went on for a couple of hours. Then he said to me, *"Get back on the van, and it will take you back to the shelter."* I looked for the man, but I never saw him again, and I have never seen him to this day.

*"I went back to that church a couple of times then a man asked me to go with him to his church, and I did. I became a Christian. I got a job as an over the road truck driver. But better than that, my wife and I have been in two other congregations where I served as the Sunday School superintendent. God has blessed me beyond what I could ask. Now we are part of a house church congregation in Hutchins, and we are looking for a building to house the 150 of us. I appreciate the pillow and prayer,"* he said. *"You might not believe this, but I think that man who asked me if I was hungry was an angel."* I said, *"Yes! I agree with you,"* and thanked this veteran for the visit and his inspiring story!

Jesse Stroup, Director of Spiritual Care - Dallas

### Houston:

- Hospital Televisits (*patients & loved ones*) 121
- Pastoral Contacts 1197
- Development Team Contacts 579
- Scheduled Events:
  - **TMC/Greater Houston Area Brown Bag** – (7/20 - 20; 8/17 – 36; 9/21 -21)
  - **7/29 APC Board Certification Committee** (2)
  - **9/29 Summer Intern Interviews** at Oklahoma Christian University

## **“I Know Who You Are!”**

I recently received clearance to resume visiting patients in person at one of the Texas Medical Center hospitals after an 18-month COVID-induced hiatus during which I was limited to visiting patients by phone. On my first day back, the last visit I made was to a patient who had been in the hospital several weeks, and whom I had visited many times by phone. The patient’s wife was often with him in the room, and most of the time she was the one who answered the phone. Because the patient slept a lot, many times my phone visits had been mainly with her.

When I approached the room, the door was open. The patient was sleeping, and his wife was in a chair near the bed, concentrating on some knitting. I knocked gently, stepped into the doorway, and asked if I could step in for a moment. The wife looked up from her knitting, and her face lit up, “I know who you are! You’re Paul Riddle from Lifeline Chaplaincy. Come on in!” And I did.

The wife and I visited for a few minutes while the patient slept. She talked about the weeks of her husband’s hospitalization, how limited visitation had been due to COVID restrictions, and how lonely she felt at times. She told me how much my regular phone calls had meant to her during the long days of confinement, and as she spoke tears welled up in her eyes. “It’s so good to finally meet you in person,” she declared, “You have no idea how much you’ve helped us get through these past weeks.” We visited a while longer and prayed together. “I look forward to seeing you again soon,” she said as we parted.

This brief encounter speaks to the times we’re living in as the COVID-19 pandemic runs its course. A hospitalization is hard enough in “normal” times. Restrictions on visitation have made things even more challenging, compounding isolation and loneliness. Though I didn’t know it at the time, my regular phone calls were a lifeline for this patient’s wife. His condition was such that he wasn’t able to provide much company, so she grew to value any contact from the outside world. When we finally met in person, she was able to tell me that side of the story that I hadn’t known before. For me, this encounter validates the importance of the phone ministry we’ve been conducting for the past year and a half, and it also illustrates the value of meeting with people face-to-face. This experience will be one of my “take-aways” from the pandemic.

by **Paul Riddle**, Director of Spiritual Care – Houston

## **Earning a PhD in Suffering**

*[NOTE: Names and some details have been changed to protect patient privacy.]*

Amy is earning a PhD in suffering. She has lived with a painful, chronic disease for many years. About a year ago, her disease got worse. Since then, she has been in and out of several hospitals and under the care of multiple specialists. Amy’s husband, Rick, is her constant companion and serves as advocate-in-chief for her care.

I first met Amy and Rick several weeks ago, at the beginning of her current stay in one of the hospitals in the Texas Medical Center (TMC). She was transferred to the TMC hospital from another facility in order to receive more specialized care. Amy’s condition was very complex and challenged even the capabilities of the experts in the TMC hospital. Day after day, she suffered weakness, confinement to bed, and considerable pain and discomfort. After much effort and many consultations with other experts around the country, Amy’s doctors recommended a rare, high risk surgical procedure. If successful, the surgery would greatly relieve her suffering and enable her to reclaim her life. Amy and Rick were thrilled at the prospect and quickly accepted her doctors’ recommendation.

Only a handful of surgeons in the United States perform the type of surgery Amy needed. The doctor who accepted her case practices at a large teaching hospital in another city. Once the surgeon was chosen, Rick’s role as Amy’s advocate kicked into high gear. He spent countless hours on the phone with doctors, case managers, hospital administrators, insurance companies, medical transportation providers, and others. The process of getting the necessary approvals and making the necessary arrangements was much more involved than Rick ever imagined it would be, and at times he felt like Amy’s personal case manager. At long last, the pieces fell into place, the gears meshed, and the day of Amy’s transfer for surgery finally arrived.

I visited Amy and Rick several times a week during her stay in the TMC hospital, and over time they gave me a gift I value more highly than any other in my work – their trust. They let me into their world. They opened up to me about Amy’s suffering, their battles with discouragement and despair, their hopes, their fears, their joys. Rick opened up to me about his anxiety and frustration in navigating a broken system to get his wife the surgery she needed so badly.

Finally, the day of Amy’s transfer arrived. I stopped by Amy’s room just as they were getting ready to leave. We said goodbye and shared a final prayer together. “Thank you for being here for us,” Amy said, “you’ve really helped us get through this. We’ll remember you.” Rick, with tears in his eyes, nodded in assent. “I’ll remember you, too. God bless,” I said, a tear welling up in my eye.

I learned later that Amy’s surgery had been successful. She faces a long recovery, but the prospect of a healthier future is bright. I was honored to provide spiritual support to Amy and Rick during Amy’s stay in the Texas Medical Center, and my prayers are with them as they continue their life together.

by **Paul Riddle**, Director of Spiritual Care – Houston

## **Tarrant County:**

- Hospital Televisits (*patients & loved ones*) 533
- Development Team Contacts 766
- Scheduled Events:
  - 9/11 MTIL Training, Part 1 (*in person*)





**Sitting in ICU with the daughter of a man that just coded with COVID.  
He was gone for over ten minutes, so the outlook is not positive.  
I thank God that I am here. We stand with families as ambassadors for Christ and  
our quiet little ministry provides comfort in the darkest of times.**  
by David Martin, Director of Spiritual Care, Tarrant County

## Compassionate Touch:

*Hello! I recently received a kidney transplant August 10, 2021 and my social worker gave me a sweet Compassionate Touch, Inc. American Express gift card! Thank you so much it really meant a lot and close to my birthday, October 17<sup>th</sup>! This gift card will definitely be used for much needed medical things! Thank you so much!!!!*



### Patient Thank You Note Received

\$ 149,417.17	Total Amount of Assistance Provided
450	Patients Assisted
	• Veterans: 17%
	• Homeless: 5%
	• Children/Minors: 24%
13	States Served
61	Texas Counties Served



## Social Media:

1376 followers (multiple postings each week: Facebook Posts, announcements, upcoming trainings, encouragement, prayer, etc.)