



ANNUAL REPORT 2021

Year in Review

OTTAWA PASTORAL CARE TRAINING PROGRAM

Email: ottawapastoralcare@gmail.com
Website: www.ottawapastoralcare.com

Administrator: Terri Skuce
Tel: 613-591-3366
5 Hanover Court
Kanata, ON K2M 2H6



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WHO WE ARE

The Ottawa Pastoral Care Training Program (OPCTP) is an inter-denominational program affiliated with The Christian Council of the Capital Area.

An Advisory Committee of clergy and lay people representing participating faith communities oversees the planning, administration and evaluation of the Program.

For over four decades, the OPCTP has provided basic and advanced courses, information sessions, coordinators' events, continuing education events, workshops and other special training sessions. We began keeping attendance statistics in 1990. Since that time, over 5,000 people in Ottawa and the surrounding area have taken the 10-week Basic Course in Pastoral Care.

The 10-week Basic Course runs every spring and fall, Continuing Education Events are twice yearly, Co-ordinators' Events and Advanced Courses are once every year or two and other in-town and out-of-town Workshops, Events and Information Sessions are provided upon request.

Our Mission Statement

To Encourage, Enable and Educate all who have a calling to a Ministry of Care nurtured by the love of God, to share their gifts of compassion, understanding, and presence as they journey with those whom they serve.

Our History

The Ottawa Pastoral Care Training Program (OPCTP) had its origin in 1975 when All Saints Anglican Church Westboro engaged Reverend Doctor John Swift, Chaplain at Queensway Carleton Hospital, to train a team of clergy and lay members for hospital and parish visiting.

A lay pastoral care team training program was established within the Anglican Diocese of Ottawa in 1977 and was made available to other denominations in 1978. In 1990, we began providing training to nearby communities outside of Ottawa.

The Christian Council of the Capital Area has recognized the program as an interdenominational entity under its general sponsorship since 1979.

The OPCTP celebrated its 40th anniversary in 2019.

THE ADVISORY BOARD

A Word from the Chair

The year 2021 was a successful one for our Program. The groundwork for working on-line with virtual meetings had been set in 2020 and our on-line training flourished in the year just passed. Credit for this goes to our Administrator, to our Facilitators and to those organizing Continuing Education and Advanced Course seminars. The virtual sessions ran well and communicated their content effectively.

Of course, our training is devoted to improving person-to-person communication through active listening, and there is no substitute for in-person interaction. Body language, tone of voice, and pacing of conversation all contribute to the communication process. Helping one another face-to-face to hone these skills is something that we will welcome back as pandemic restrictions are lifted. Nevertheless, virtual training over the last two years still allowed for students to learn the basics of active listening and how it might be applied in some of the pastoral situations that are likely to arise.

The Ottawa Pastoral Care Training Program has been offering education for lay workers who work with their church's care teams for over 40 years. It has been of great benefit to congregations and to care institutions to have a pool of volunteers who understand the basics of how to conduct themselves in pastoral situations. Busy chaplains and pastors who are involved in pastoral counselling and crisis intervention are glad to have trusted helpers who can offer ongoing assistance by providing a listening ear and an empathetic presence to those undergoing a difficult time.

The OPCTP depends upon the work of the volunteers who serve on its advisory board and of those who teach and administer with very little monetary compensation. I am thankful for them, as I'm sure are those who benefit from the program's training. We all grow in grace as a result of our participation, and can be thankful to God that we have this opportunity to serve in the work of our Lord Jesus Christ.

Robert MacKenzie, MDiv, PhD

Advisory Board Members - 2021

An Advisory Board comprised of individuals representing participating faith communities oversees the planning, administration and evaluation of the Program. At present, the Advisory Board is made up of Anglican, Lutheran, Pentecostal (PAOC), Presbyterian, Roman Catholic and United denominations, as well as a representative from the Christian Council of the Capital Area (CCCA).

Bob MacKenzie (Chair)	Presbyterian
Rev. Jim Pot (Vice Chair)	Presbyterian
Terri Skuce (Administrator)	Presbyterian
Chris Adam	Roman Catholic
Rev. Fritz Clarke	Pentecostal Assemblies of Canada
Daughn Dixon Moisan	Baptist
Laurie Jenkins	Baptist
JoAnne Chung Yan Lam (CCCA Rep.)	Lutheran, ELCIC
Rev. Hilary Murray	Anglican
Bob Orr	Anglican
John Patton	United
Rev. Kathy Petrie	United
Sandra Smith	United
Sheila Wilson (Registrar)	Presbyterian

In 2021, the Advisory Board had five meetings, all held by Zoom.

This year, Chris Adam joined our Advisory Board and John Patton retired.

We continued working on incorporation and restructuring. We looked at officers and members, reviewed job descriptions, discussed marketing, communication, scheduling of events, finances, etc. We added additional roles to our Advisory Board, made some changes to our website and discussed plans for the future.

We continue to focus on our main purpose of delivering effective training to volunteers that will enable them to join pastoral/spiritual care teams and be a comforting presence with those who are in need of care.

Pastoral Care Course Facilitators - 2021

Lisa Boulay, Unitarian
Ann Carmichael, Roman Catholic
Rebekah Hackbusch, Lutheran
Muriel Laughton, Presbyterian
Julie Ann Levett, Anglican
Rev. Hilary Murray, Anglican
Bob Orr, Anglican
Terri Skuce, Presbyterian

This year, our facilitator team wished Julie Ann Levett all the best in her future endeavours and welcomed Muriel Laughton as our newest facilitator.

The facilitators met twice in 2021 - June 7 and December 6. Both meetings were regular post-course meetings where feedback from course participants is reviewed. Based on the participant feedback, decisions are made about what changes/improvements we might want to make to our Basic Course. Many of our discussions revolved around how we were doing with facilitating our courses on the Zoom platform. Naturally, as this was still relatively new to all of us, there were minor adjustments to be made along the way as people - facilitators and participants - became more comfortable and adept with using Zoom.

Overall, both participant and facilitator feedback from the 2021 courses was very positive.

INTERNAL OPERATIONS

Professional Development

From time-to-time Course and Workshop Facilitators and members of the Advisory Board have the opportunity to attend events, such as workshops or seminars, put on by outside groups. Facilitators and members are encouraged to attend those events which will enhance their knowledge and provide support to the organizers in the community.

In 2021, the OPCTP Advisory Board members and Facilitators did not attend any events related to professional development.

New Equipment Purchases

No new equipment purchases were made in 2021.

Other Internal Business

No other internal business occurred in 2021.

COURSES, WORKSHOPS AND EVENTS

Basic Course

The Basic Course normally consists of 25 hours of training during one afternoon or evening per week for 10 weeks in the Spring and Fall in a wheelchair accessible church centrally located in Ottawa. However, with the course being delivered on Zoom during the COVID pandemic, to prevent Zoom fatigue, it is currently reduced to 18 hours over 9 weeks. The cost is \$125.00 per person with a late fee of \$140.00.

This course is also regularly conducted in various communities in eastern Ontario on invitation by local faith communities. Out-of-town courses can be modified if requested to suit the priorities of the requester. Since being available on Zoom, we have had participants attending from other areas in the world and we will look at continuing online offerings in the future.

The training includes:

- Introduction to Pastoral Care
- Active Listening
- Spiritual Needs and Pastoral Identity
- Grief Through Losses
- Ministry with Dying
- The Transitioning Years (Aging)
- Visiting in Hospitals, Institutions, Homes
- Care for the Caregiver and Pastoral Care Teams
- Celebrating our Community and our Call

In 2021, in addition to our regularly scheduled Spring 2021 and Fall 2021 Basic Courses, we added an afternoon Winter 2021 Basic Course. This was done as a ministry to all of the snowbirds and travelers who would be staying home during the pandemic. One participant attended the Winter 2021 Basic Course from the Caribbean.

With the Winter 2021 Basic Course being in the afternoon, we offered the Spring 2021 Basic Course in the Evening. To meet the level of interest for the Spring 2021 Basic Course, we added a second evening class.

2021 In-Town Basic Courses

Winter 2021 - Afternoons, January 11 to March 15, 1pm to 3pm, via Zoom

Facilitators: Bob Orr and Terri Skuce

Registered = 18, completed 18, with 1 Fall 2019 participant making up missed classes

Denominations/Faiths/Institutions Represented

AGM	1	Roman Catholic	5
Anglican	6	Unitarian	1
Metaphysical Ministries	1	United	2
Presbyterian	2		

Spring 2021 - March 22 to May 17, 1pm to 3pm and 7pm to 9pm, via Zoom

Evening Class I

Evening Class II

Facilitators: Ann Carmichael
and Lisa Boulay

Facilitators: Hilary Murray
and Bob Orr

Registered = 21, completed 21

Registered = 22, completed 22

(plus 5 withdrawals or cancellations)

Denominations/Faiths/Institutions Represented

Anglican	14	Presbyterian	7
Baptist	3	Roman Catholic	3
Christian Reformed	1	Unitarian	1
Free Methodist	1	United	9
Hospice	1	Unknown	2
Pentecostal	1		

Fall 2021 - Sept. 20 to Nov. 22, 1pm to 3pm and 7pm to 9pm, via Zoom

Afternoon Class

Facilitators: Lisa Boulay
and Ann Carmichael
Registered = 28, completed 28
(plus 4 withdrawals or cancellations)

Evening Class

Facilitators: Rebekah Hackenbus
and Terri Skuce
with Muriel Laughton interning
Registered = 35, completed 33
(plus 6 withdrawals or cancellations)

Denominations/Faiths/Institutions Represented

Anglican	6	Presbyterian	1
Associated Gospel Ministries	1	Roman Catholic	9
Baptist	2	Unitarian	2
Brethren	1	United	9
Élisabeth Bruyère Hospital	2	Wesleyan	1
Free Methodist	3	Unknown	1
Pentecostal	2		

Modified Courses

When we have a request (usually from out-of-town or from a different faith group) to choose only certain subjects from the Basic Course, we will offer a modified course. If there are enough participants, two facilitators deliver the training. If the number of participants is low, one facilitator may deliver the training. This is decided on a case-by-case basis, looking at the needs and financial ability of the requesting community as well as the availability of facilitators.

There were no modified Courses in 2021.

Out-of-Town Courses

When we have a request for an out-of-town course, we work with the organizer(s) to provide a format that works best for them. They provide a location and we send our facilitator(s) to deliver the course either weekly or on a slightly modified format of 3 or 4 Saturdays. Certificates are provided for the participants who attend these courses.

With all of our programming being currently delivered via Zoom, there were no out-of-town courses in 2021.

Advanced Courses

Topics of interest are suggested, discussed and matched up with appropriate speakers based upon the topic. Advanced Courses are delivered in a 4-part series and presented every second year.

Our most recent Advanced Course took place in October 2021 and the next will take place in October 2023.

2021 Advanced Course

Location: via Zoom

Dates: Tuesdays, October 5, 12, 19 and 26 - 7pm to 9pm

Topics: Pastoral Care and Grace: The Power of Being Seen, Heard and Valued
by Lisa Boulay

Volunteering in the Health Care Setting by Fritz Clarke

A Good Death: Healing Conversations at End of Life by Elspeth MacEwan

Living Well and Staying Connected Spiritually in The Last Journeys of Life
by Hilary Murray

Attendance: Total Registered = 87

2 withdrawals, 1 no show

Completed: 79, with certificate

Coordinated by: Sandra Smith

Special Training

There was one request for special training in 2021. It was delivered on Zoom.

Temple Israel

Requested by: Jane Gordon

Dates: Thursdays, March 4, 11 and 18, 1:30pm to 2:45pm

Location: Delivered via Zoom

Facilitator: Lisa Boulay

Attendance: Registered = 11 (including 2 from Halifax. With 3 Rabbis attending.

Topics Covered: Self-care 101, Understanding Compassion Fatigue,
and Setting Boundaries

Continuing Education Events

These events are held in Ottawa each Spring and Fall to provide information on specific topics or issues of concern to pastoral care visitors.

Topics and speakers are suggested by the participants who attend our courses and events as well as by Advisory Board Members and others familiar with our Program. Persons with knowledge and experience in the chosen subject conduct a two-hour workshop during an afternoon session and repeat it during the evening.

Bob Orr coordinated a spring Event which was cancelled due to the pandemic. It was then rescheduled for the fall. In between there was a trial session in June to determine if our communities would want to attend events on Zoom and then a fall session in November.

April 13, 2021 via Zoom

Holding Space for the Grief of Young Adults and Adolescents
presented by Jacob Cogan

Attendance: 62 paying registrants, fees waive for participants = 21

November 16, 2021 via Zoom

Pastoral Care for those in Vulnerable Situations
presented by Rev. Dr. Don Stoesz, Rev. Canon Hilary Murray
- moderated by Rev. Dr. Robert MacKenzie

Attendance: 84 paying registrants, fees waive for participants = 18

Coordinators' Event

All coordinators of pastoral care teams or their representatives are invited to meet every second year to brainstorm, share ideas and suggestions and examine issues or topics they have identified as being of concern to their teams. This event is led by an OPCTP course facilitator or Advisory Board member.

Our most recent Coordinators' Event took place in April 17, 2021 and the next will be held on in April 2023.

Topic: Building Pastoral Care Volunteer Capacity and Resiliency during a Pandemic

Location: Via Zoom

Date: Saturday, April 17, 10am until noon

Leadership: Lisa Boulay

Attendance: 29 preregistered, 27 attended, 2 absent

Consulting

Information Sessions

These sessions may be arranged with congregations or groups to describe the Ottawa Pastoral Care Training Program and to discuss what training may be designed to address specific interests and needs. The OPCTP will absorb the consultation costs for one visit by one or two trainers.

There were no Information Session consultations requested in 2021.

Needs Identification

These sessions may be arranged with representatives of congregations or groups to identify specific needs for Pastoral Care Training and to plan Special Training. The OPCTP will absorb the consultation costs for one visit.

There were no Needs Identification consulting sessions requested in 2021.

Special Training

Special Training includes all specially designed Pastoral Care Training other than the regularly scheduled ten-week Pastoral Care Training Courses, Advanced Courses and Continuing Education Events. Usually, two facilitators conduct the training. An exception may be made if the numbers do not warrant two facilitators. The cost is determined by the number and length of the training sessions.

There were no Special Training consulting sessions scheduled for 2021.