



# PATHWAY OF HOPE



COVID-19 RECOVERY ROADMAP

June 2020

Integrated Mission Department  
Canada and Bermuda Territory

## #StillHereStillServing

In the face of COVID-19, The Salvation Army has had to stand up to a new situation, and across Canada, you have risen to that challenge. You have shifted your services, reaching out into communities by serving meals, distributing food hampers, offering spiritual support and in many other ways. We can't deny that this pandemic has changed our communities and has affected people in every walk of life, yet you have been creating positive impact for those who need hope in a time such as this.

This roadmap is designed to support your ministry unit's Pathway of Hope TEAM with the **re-engagement of Pathway of Hope**. This step-by-step guide provides details on essential activities required by each team member: the team lead, spiritual care representative and caseworker.

You have caught the vision of providing more intentional holistic support services as the need for Pathway of Hope increases in the coming weeks, months and years.

Together we can mobilize Pathway of Hope for the long term and the new normal that we all face.

God Bless,  
Integrated Mission Department  
Canada and Bermuda Territory



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## TEAM LEADER ROADMAP

### ASSESS

- Conduct an internal team review.
- Determine if you have the full complement of your staff.
- Re-establish bi-weekly Pathway of Hope team meetings within your ministry unit.
- Re-engage and conduct case conferencing for each participant.
- Assess the need for retraining or new learning.

### CONNECT

- Provide an update to the regional coordinator on status.

THIS ROADMAP IS EXPECTED TO BE FULLY COMPLETED WITHIN 6 WEEKS



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## SPIRITUAL CARE ROADMAP

### RE-ENGAGE

- Reconnect with Pathway of Hope participants (phone calls, email, text).
- Reassess participants' commitment to the spiritual care component of POH.
- Be willing to listen, offer prayer and emotional support.

W2

### FOLLOW UP

- Identify new opportunities to connect participants to corps.
- Co-ordinate with corps leaders to identify new ways of engaging POH families.
- Connect participants with corps activities.

W4

### CONNECT

- Keep communication lines open with your immediate Pathway of Hope team.
- Keep the corps officer or team leader updated with POH happenings.
- Intentionally connect with regional coordinator.

W6

W1

### ASSESS

- Participate in MU Pathway of Hope team meetings to determine protocols to move forward.
- Re-assessment of POH participants to determine interest in continuation.
- Update any known outstanding client data in Link2Feed

W3

### REVISION

- Conduct goal revision with participant to determine if previously established goals are still a priority.
- Be prepared to work with participants to readjust and discontinue goals as needed.
- Set new goals to match participants' present reality.

W5

### COMMUNITY

- Develop partnership and participate in community engagement.
- Co-ordinate group chats.
- Be prepared to refer participants to other spiritual supports in the community.
- Be willing to meet participants outside traditional meeting settings (home visits, Zoom, etc).

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## CASEWORKER ROADMAP



### RE-ENGAGE

Reconnect with Pathway of Hope participants (phone calls, email, text).  
 Reassess participants' commitment to the continuation of Pathway of Hope.  
 Rebuild relationships with participants by creating opportunities for open conversation.  
 Set up virtual meetings for POH participants practising social distancing.  
 Be prepared to have difficult conversations and make referrals.  
 Look for opportunities to involve the spiritual care representative in the discussions.

W2

W1

### ASSESS

Participate in MU Pathway of Hope team meetings to determine protocols to move forward.  
 Re-engage and conduct case conferencing for each participant.  
 Identify the changes in service delivery and program offerings among community partners (opening hours, program discontinuation, etc).  
 Update any known outstanding client data in Link2feed.  
 Participate in monthly territorial trainings and any new learning activities.

W3

### REVISION

Conduct goal revision to determine if previously established goals are still a priority.  
 Be prepared to work with participants to readjust and discontinue goals as needed.  
 Set new goals to match participants' present reality.

W4

### FOLLOW UP

Follow up with recent graduates to determine if they were still able to maintain their goals.  
 Reconnect participant to POH or corps activities where necessary.

W5

### COMMUNITY

Assess and rebuild relationships with community partners.  
 Look for additional ways of intentionally supporting each other.  
 Identify gaps in services and determine the ministry unit's new position.

W6

### CONNECT

Keep communication lines open with your immediate Pathway of Hope team.  
 Keep the corps officer or team leader updated with POH happenings.  
 Connect with regional coordinator as needed.

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FURTHER RESOURCES

## GENERAL INFO/SUPPORT

[The Salvation Army Integrated Missions Department Canada Public-Health Services](#)

## PREPARING FOR TOUGH TALKS

### ADDRESSING EMOTIONS

[Managing Team Emotions](#)  
[Managing Emotions](#)  
[How to deal with other people's difficult emotions](#)

### SUICIDE INTERVENTION TIPS

[Crisis Services Canada](#)  
[Suicide Prevention Tips](#)

### CRISIS DEBRIEFING TIPS

[Critical incident stress debriefing and how to support trauma recovery](#)

## PREPARING FOR TOUGH TALKS

[John Maxwell: Leading Through Frightening Times Approaching Covid 19 from a Biblical Perspective](#)  
[Global Christian leaders: COVID-19 pandemic not a moment to retreat, but share Gospel boldly](#)  
[Leading Through a Pandemic: Three Questions for Ministry Leaders](#)  
[John Maxwell: 5 Ways that Leaders can Improve Strategic Thinking](#)

## PRACTICAL TIPS

[When Your Church Reopens, Here's How to Meet Safely](#)

## FINANCIAL

### ACCESSING FEDERAL GRANTS FOR MUS

<https://www.imaginecanada.ca/en/covid19>  
<https://www.canada.ca/en/department-finance/economic-response-plan.html>  
<https://docs.google.com/document>

### CERB INFO AND OTHER FEDERAL/PROVINCIAL SUPPORT FOR INDIVIDUALS

[CERB benefits application](#)  
[Corona Virus Benefits](#)

## PROFESSIONAL DEVELOPMENT

[Suicide Intervention](#)  
<https://www.heartmath.com>  
<https://rentsmarteducation.org>  
[Life Coaching Training](#)  
[Motivational Interviewing](#)  
[Leadership Communication - Diversity & Building Collaborative Relationships](#)

## PROFESSIONAL DEVELOPMENT

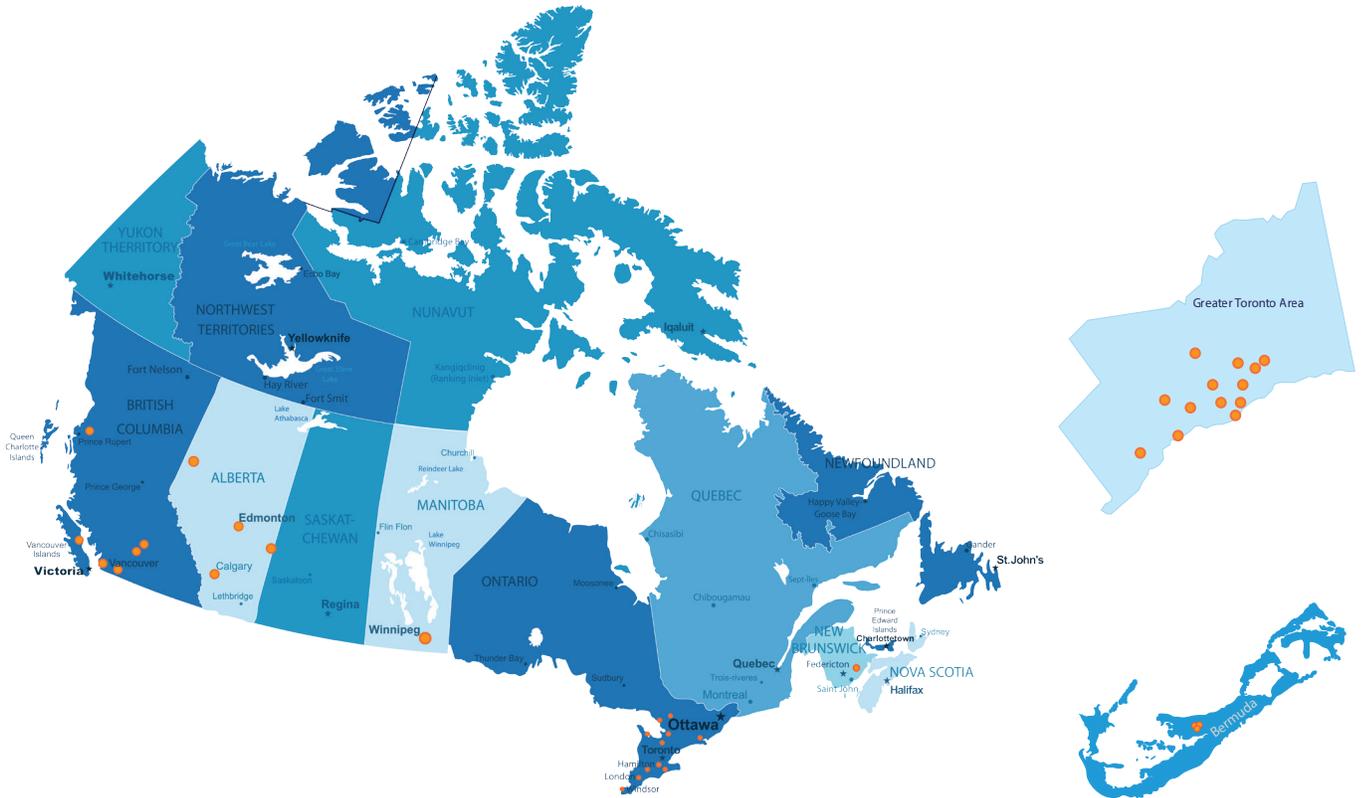
[Spiritual first aid for pandemic stress](#)  
[MindShift CBT App](#)  
[7 Digital tools to support your mental health during Covid-19](#)  
[Crisis lines for those affected by gender based violence](#)  
[211.ca](#)  
[Suicideprevention.ca/need-help](#)



# PATHWAY OF HOPE



## REGIONAL COORDINATORS



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