

Tender Loving Care (TLC) at Saint Matthew

TLC Guidelines

The Mission of Tender Loving Care ministry at Saint Matthew is to lovingly support members of our church family during times of significant short term life events such as serious illness, surgery or the birth of a child by providing meals, rides or other mutually agreed upon services.

Meal Recipients:

- TLC requests should be made by the family in need of support. If someone outside of the potential recipient family perceives a need for meals, a staff person will reach out to the potential recipient family to see if that is indeed the case. The responsibility is then on the family in need to request help.
- TLC uses Meal Train software to reach out to our volunteers. Families requesting meals should plan to collect names and emails of their closest friends, neighbors, or family members who have offered meal support and provide them to the TLC coordinator. The coordinator can then add the names to the distribution so there is a better chance that all dates requested will be covered. This is also a way to show non-Saint Matthew folks that they are invited to be a part of the ministry of love and support provided to our Saint Matthew family.
- Meal Train requires specific meal delivery dates. Delivery times can be requested as well. In most cases, two weeks of meals is appropriate following a surgery and three weeks for a new birth. In most cases, we will schedule meals for every other day. Meals may be provided for a longer time on a case by case basis.
- Meal Train wants to know if there are food allergies or preferences. TLC is run completely by volunteers and the volunteers will do their best to make accommodations but there are no guarantees that all requests can be met. Meal Train asks the meal provider what they are providing, but Saint Matthew's policy does not require volunteers to specify what they plan to bring. (To Be Determined or TBD may be filled in). The recipient understands they may get three meals of chicken in a row, however the every-other-day schedule helps with variety.

Ride Recipients:

Rides are provided to those families who need help getting to and from medical or other appointments. Please reach out to TLC as soon as you know you need ride support. It is easiest to find volunteers with as much lead time as possible.

Meal Providers:

- TLC Ministry uses the Meal Train platform for easy scheduling of meals. Please ask the TLC coordinator if you need a tutorial or help setting up your account. Requests will be sent to all TLC volunteers and you should only sign up to support families whom you are capable of helping. We recognize that the SMLC community is widespread and the recipient's location, special requests and type of need may limit your ability to help. Please sign up when you are able!
- Please refer to the Meal Train website (mealtrain.com) to determine the location for the meal drop off, meal preferences and preferred drop off times. Do your best to accommodate special requests within reason.
- Meals can be home cooked or store bought. It is great that you are volunteering to provide meal support. Some great take out options include: Mexican, Chinese food, and Mediterranean or ready made meals from Costco, Safeway, or Whole Foods.
- It's very helpful to deliver your meals in containers that do not need to be returned, or in Ziploc bags!
- It is important to notify the TLC coordinator if something happens and you are unable to fulfill your duties. Your TLC coordinator will make every effort to be sure the needs of the recipient family are met.

Ride Providers:

Please plan to call the recipient and confirm time and location for pick up and drop off. You are responsible for directions from pick up to drop off.

Other Services:

From time to time requests for other services may come to TLC. If possible, help will be extended to those requesting help. However, TLC volunteers are not trained to provide respite care or other more sophisticated services to individuals or families in need. In those cases TLC will attempt to direct you to an appropriate agency that may be able to meet those specific needs.