



# GENUINE CARE COURSE



**FIRST BAPTIST CHURCH**  
JACKSONVILLE



*Reaching all of Jacksonville  
with all of Jesus for all of life*

**What We Do (Mission)**

Reaching all of Jacksonville with all of Jesus for all of life.

**Who We Are (Values)**

Real love for Jesus.

Total commitment to the Bible

Genuine care for people

Serious joy in worship

Multigenerational pursuit of godliness

Bold passion for our city

Radical ambition for the nations.

**What We Produce (Membership)**

People who worship

People who grow

People who share

People who give

People who serve

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Greetings,

In John 13:35, Jesus Christ says that the way all people will know that we are Jesus' disciples is when we love one another. That passage of Scripture explains why you are attending a class like this at First Baptist Church. We have to be a church that knows how to love one another well because we have to be a church that has a

reputation for being the disciples of Jesus.

There is so much about this class that I am thankful for. I am thankful for all of the wonderful leaders who have taken a part in making it happen and from whom you're going to learn. I am thankful for you and your commitment to take time out of a busy schedule and grow in your love for others, and I am thankful for all the ways our church and our city are going to benefit from your increased love when you're done with this class.

In a dark and sinful world, the world will know we're Christians by our love, and I can't wait for them to know more of yours as you grow in love in this class.

In the love of God,  
Pastor Heath



Welcome to the Genuine Care course! We live in exciting days for doing ministry and we couldn't do it without you. As someone has wisely said, "The darker the night, the brighter the light of God's Word shines."

As you know, it is our goal to "Reach all of Jacksonville with all of Jesus for all of life." To do so, we desire to show genuine care to hurting people during these dark days and during dark times in their lives.

Scripture says that God designed pastors for the equipping of the saints for the work of service, to the building up of the body of Christ" (Ephesians 4:11-12). It is our heart's desire to give you everything you need to do your God given ministry effectively. Therefore, the goal of this training is To be convinced of and practice the biblical basis, necessity and practicality of "genuine care" as a core value of First Baptist Church.

A local church is an amazing thing! It is not just an organization, but it is a living body according to Scripture. We desire to see this living body be all it can be for the glory of God. We want to see the full potential of the church unleashed as we Reach Jacksonville through genuine care.

Dr. Ernie Baker  
Pastor of Counseling & Discipleship



# The Character of God: Our Model for Genuine Care

## Genuine Care Session 1

**Key verses:** “A new commandment I give to you, that you love one another: just as I have loved you, you also are to love one another. By this all people will know that you are My disciples, if you have love for one another” (ESV, John 13:34-35).

**Purpose of this course:** To be convinced of and practice the biblical basis, necessity, and practicality of “genuine care” as a core value of First Baptist Church.

**Introduction:** Humans are relational beings because our God is a relational God!

**“The love of Christ is not only the foundation for our personal hope, but our incarnation of that love is our only hope for being effective for Christ with others”** (Tripp, *Instruments in the Redeemer’s Hands*, 119).

Understanding this will then help you make sense of why “one anothering” is emphasized so much in the New Testament.

I. It is easy to see that “one anothering” is to be the atmosphere of a local church.

A. Some basics about the phrase “one another” in the Bible.

- The number of “one anothers,” 28 positive and 12 negative.
- There are 40 different “one anothers” in the Greek (see Appendix 1, page 51, for a full list of “one another” passages).

For example:

- “Be devoted to one another in brotherly love” (Romans 12:10).
- “Give preference to one another in honor” (Romans 12:10).
- “Be of the same mind toward one another” (Romans 12:16).
- “But if you bite and devour one another, take care that you are not consumed by one another” (Galatians 5:15).
- The word for “one another” is one word in the original, *allellos*. It implies reciprocal, one-on-one ministry to each other (see Romans 1:12).
- But, the most often repeated “one another” is “love one another.”
  - This is significant for the purposes of this course!

B. Let’s explore our key verses for this course – John 13:34-35.

- The context is Jesus (the LORD of the universe) washing the disciples’ feet!
- Why is “love one another” the most often repeated command?

Let's explore two reasons.

1. The \_\_\_\_\_ of God (1 John 4:16-17).
2. \_\_\_\_\_ leads to holiness. This is like saying, "Love leads to godliness" (Romans 13:8-10).

There are evangelism implications! "By this **all people will know** (emphasis added) that you are my disciples." It is so much easier to share the good news of the gospel in the context of a loving relationship.

## II. Our God is a God of genuine care.

### A. God is love (1 John 4:7-9).

- Exodus 34:5-8 — Here is an incredible description of the LORD by Himself! This is "Who I am," He says.

### B. Our Savior is full of love.

- Matthew 9:34-38; 14:14; 15:32; 18:27 — Humans have problems! Diseases, hunger, demons, sin, being deceived, and believing lies. There is sin sickness and bodily sickness. There is soul disease and physical disease. Jesus cared about the human condition.

"Jesus walked the earth rehumanizing the dehumanizing and cleansing the unclean. Why? Because his heart refused to let him sleep in. Sadness confronted him in every town. So, wherever he went, whenever he was confronted with pain and longing, he spread the good contagion of his cleansing mercy. Thomas Goodwin said, 'Christ is love covered over in flesh.' Picture it. Pull back the flesh on the Stepford Wives or the Terminator and you find machine; pull back the flesh on Christ and you find love.

"If compassion clothed itself in a human body and went walking around this earth, what would it look like? We don't have to wonder" (Ortlund, *Gentle and Lowly, The Heart of Christ for Sinners and Sufferers*, 32).

### C. Because we are made to be image bearers (Genesis 1:26-28), we should also love others. God is a loving relationship within the Trinity. This is a way you know you are growing in Christlikeness.

#### **"Genuine love for Jesus" results in genuine love for others. It is inevitable.**

- Matthew 22:35-40 – Be amazed by this! Jesus says the whole Old Testament hinges on these two commandments.
- Colossians 3:12-14
- Galatians 6:1-3

"The cumulative testimony of the four Gospels is that when Jesus Christ sees the fallenness of the world all about him, his deepest impulse, his most natural instinct, is to move toward that sin and suffering, not away from it" (Ortlund, *Gentle and Lowly, The Heart of Christ for Sinners and Sufferers*, 30).



### III. What we are aiming for in this genuine care course:

- A. A balanced mentoring approach as preparation for ministry (content, character, competence, community, Romans 15:14).
- B. To highlight genuine care as a core value of First Baptist and be motivated to practice it. We all need to continue to grow in our love for others (Philippians 1:8-11).
- C. To understand the basics of genuine care and practice these skills.
- D. To learn about important resources to use or recommend as we show genuine care.
- E. To be oriented to how our church is intentionally caring for others at FBC.

### **Ideas for personal growth:**

- Pray that the Lord will help you have His heart for people.
- Memorize the key verses (John 13:34-35).
- Read Edward Welch's *Caring for One Another* sometime in the next few months and let us know what you think about it when you do.
- Study the "one another" list in the appendices (Appendix 1, page 51). Evaluate FBC on how we are doing living these out, and also prayerfully pick one to work on personally.

# The Bible: Our Foundation for Genuine Care

## Genuine Care Session 2

### Introduction:

We have a "Total commitment to the Bible" as we care for others.

I. What is this special book we hold in our hands?

A. To provide proper genuine care we must understand what Scripture means when it says it is "inspired" (2 Timothy 3:16-17).

- Definition of inspiration: ". . . Is the determining influence exercised by the Holy Spirit on the writers of the Old and New Testaments in order that they might proclaim and set down in exact and authentic way the message as received from God" (Pache, *The Inspiration and Authority of Scripture*, 45).
- 2 Timothy 3:16-17  
Understanding the context: "The darker the night, the brighter the light of God's Word shines."

Understanding the implications for genuine care in light of verses 1-4 in 2 Timothy 3.

B. To provide proper genuine care we must understand that Scripture is "inerrant."

- Definition of inerrancy: "Inerrancy is the view that when all the facts become known, they will demonstrate that the Bible in its original autographs and correctly interpreted is entirely true and never false in all it affirms, whether that relates to doctrine or ethics or to the social, physical, or life sciences" (Feinberg, *Evangelical Dictionary of Theology*, 142).
- Isaiah 20:1: This mentioning of Sargon proves how accurate the Bible is historically. It is not wise to mock the Bible.
- Matthew 5:17-18: The Lord promises that all of the details of Scripture will be fulfilled.

C. To provide genuine care we must understand that Scripture is sufficient.

- Definition of sufficiency: "*The sufficiency of Scripture means that Scripture contained all the words of God He intended His people to have at each stage of redemptive history, and that it now contains all the words of God we need for salvation, for trusting Him perfectly, and for obeying Him perfectly*" (Grudem, *Systematic Theology*, 127).

"The sufficiency of Scripture reminds us that **we are to add nothing to Scripture, and that we are to consider no other writings of equal value to Scripture**" – emphasis in original (Grudem, *Systematic Theology*, 131).

- 2 Peter 1:2-4 and 16-21 (cf. Luke 16:19-31). It is superior to even the most amazing human experiences.

- 2 Timothy 3:16-17 (Scripture is the lens through which we look at all of life, including caring for others.)
  - teaching
  - reproof
  - correction
  - training in righteousness
  - adequate, equipped for every good work (emphasis added).

## II. Lament and conflict resolution as examples of using the inspired, inerrant, sufficient Scripture to provide genuine care.

- These are some of the most difficult times in life. If the Bible can give us thorough help here, it is more than enough for other life issues as well.

### A. Scripture gives models for how to lament (Psalms 42–43).

“Every human has the same opening story. Life begins with tears. It’s simply a part of what it means to be human—to cry is human. But lament is different. The practice of lament—the kind that is biblical, honest, redemptive—is not natural for us, because every lament is a prayer. A statement of faith. Lament is the honest cry of a hurting heart wrestling with the paradox of pain and the promise of God’s goodness” (Vroegop, *Dark Clouds, Deep Mercy*, 25-26).

### B. Scripture gives us guidance on how to think about conflict (1 Corinthians 10:31; Romans 11:33-36).

- The four G’s of conflict resolution (The Bible gives us a whole system for working through relationship difficulties.)
  - Glorify God (1 Corinthians 10:31).
  - Get the log out of your own eye first (Matthew 7:1-5).
  - Gently restore (Galatians 6:1-3).
  - Go and be reconciled (Matthew 5:23-24).

## Ideas for personal growth:

- Write your own prayer of lament following Psalms 42–43 as a guide. Pray it to the Lord.
- If you need help doing this, you can read Ernie Baker’s article “The Gift of Lament” available at [servantsofgrace.org/the-gift-of-lament](http://servantsofgrace.org/the-gift-of-lament).
- Read *Help! I’m in a Conflict* by Ernie Baker
- Explore *Peacemaking for Families* for more details on family conflict resolution.

## Genuine Care Session 3

### Introduction:

When going to the doctor, you must be given the right diagnosis so that the correct treatment can be prescribed. If you don't, it leads to frustration, wasted time, useless tests and wasted money!

Let's diagnose humans. What in the world is wrong with us?

I. Getting the diagnosis right. What happened in the garden and how it impacts all of us.

A. The impact of sin on the body and soul.

- What was the nature of the fall? Rebellion, desires, being allured, lack of trust of God, and not loving God first.
- The results of sin are evident in Genesis 3. There is a cause-and-effect relationship in Genesis 3. Verses 1-6 are the cause, and 7-24 are the effect. There is sowing and reaping. What do you see in verses 3:7–4:8 that show the results of sin? Look for physical, spiritual, emotional, and relational effects.
- What is sin?
  - We sin because we're sinners, not sinners because we sin. We are sinners by nature and by choice.
  - Words associated with sin in Scripture – lust, desires, idolatry, spiritual adultery, rebellious behavior, flesh (see 1 John 2:15-17).
  - 1 John 4:3 (Sin is the new law.)
  - Psalm 51:1-3, 5 (Sin is transgression and iniquity.)

B. Jeremiah 17:9-10 captures the problem well. Jeremiah 31:33-34 is the solution.

- The problem is desperate.
- The problem is not just bad behavior.
- The problem is a perverted heart.

II. The solution (Genesis 3:15) is the gospel (this provides the power for change).

A. GOD – There is a Supreme LORD of the universe (Genesis 1:26-28; Psalm 24:1-2). Our culture has forgotten we have a "God issue."

- We were made to reflect glory to Him (Isaiah 43:7).

We were made to be in a relationship with Him as image bearers (Genesis 1:26-28). We do not find our identity downward in animals (that's evolution). We find our identity upward in God! This is radically different than what our culture believes.

B. MAN – Something went wrong, and we call this sin. This leaves us in a desperate situation.

- Sin is not only transgressing the law but seeking satisfaction elsewhere (Isaiah 55:1-3; Jeremiah 2:11-13). We are all guilty of “my own way” as Proverbs says. We live for self as naturally as we breathe and love and desire the wrong things.
- The situation – People must realize their lostness before seeing the need to cry out for a savior.
- Lawbreakers – therefore condemned criminals (James 2:10).
- Under wrath (Romans 1:18).
- Deserving death because we are guilty of treason (Romans 6:23).

C. CHRIST – the Savior – Like a knight in shining armor He comes riding into our dark and desperate situation to rescue us (John 8:12 – “I am the light of the world . . .”).

“For God so loved the world, that He gave His only begotten Son, that whoever believes in Him shall not perish, but have eternal life” (John 3:16).

“Now I make known to you brethren, the gospel which I preached to you, which also you received, in which you also stand, by which also you are saved . . . For I delivered to you of first importance what I also received, that Christ died for our sins according to the Scriptures, and that He was buried, and that He was raised on the third day according to the Scriptures” (1 Corinthians 15:1-4).

D. RESPONSE – We are called to switch loyalties.

“Regeneration . . . is a change of heart wrought by the Holy Spirit through conviction of sin, to which the sinner responds in repentance toward God and faith in the Lord Jesus Christ. Repentance and faith are inseparable experiences of grace. Repentance is a genuine turning from sin toward God. Faith is the acceptance of Jesus Christ and commitment of the entire personality to Him as Lord and Saviour” (Baptist Faith & Message, 2000).

- Matthew 28:19-20: The Lord’s command is “go make disciples” and “. . . teach them to observe (keep) all that I commanded . . .” A disciple is a follower of a master, a learner. Therefore, the gospel is not just a message to believe but a person to follow, and this Person to follow is the most loving Being in the universe.
- There should be a turning from and a turning to.
- Philippians 3:4-14 – Paul’s testimony. It is very clear in this crucial passage that Paul’

### **Ideas for personal growth:**

- As you are able, read *What Is the Gospel?* by Greg Gilbert.
- Consider: Have you become a follower of Christ as one of His disciples?
- Suggested reading as you are able: “The Significance of Sin for the Psychologies” by Ernie Baker on [fbcjax.com/learntocounsel](http://fbcjax.com/learntocounsel). This is a more in-depth discussion of what happened in Genesis 3.
- Consider memorizing the gospel outline so that you are prepared to explain it to others.

# The Great Commission: Our Mission in Genuine Care

## Genuine Care Session 4

### Introduction:

Genuine care and knowing how to ask strategic questions open many doors for gospel proclamation. During times of life pressure, “Reaching all of Jacksonville, with all of Jesus, for all of life” comes alive!

#### I. Love is intrinsic to the Great Commission.

A. John 3:16 – God was moved by love to sacrificially give His Son.

B. The attitude of our Savior toward sinners – He feels compassion and sees sinners as a caring doctor or nurse sees a diseased patient. His attitude is that this is someone who needs relief and care (Luke 19:10).

“And what did he do when he saw the unclean? What was his first impulse when he came across prostitutes and lepers? He moved toward them. Pity flooded his heart, the longing of true compassion. He spent time with them. He touched them. We can all testify to the humaneness of touch. A warm hug does something warm words of greeting alone cannot” (Ortlund, *Gentle and Lowly, The Heart of Christ for Sinners and Sufferers*, 31).

C. Our Savior’s love motivated Paul to share the gospel.

- “For the love of Christ controls us, because we have concluded this: that one has died for all, therefore all have died . . .” (2 Corinthians 5:14).  
Love will lead to a “Radical ambition for the nations.”
- Strong love for God and others will drive out the fear of telling others about the Lord (1 John 4:18).
- We naturally talk to others about what we love.
- When we love others, we are willing to say and do hard things.

II. Matthew 11:28-30 is a gospel invitation (this passage is particularly potent for our broken culture).

“Weary and heavy laden” accurately describes the condition of Jacksonville and the world.

A. The context tells us our Lord is inviting others to be His followers.

B. The humble and gentle One wants to give rest to souls.

Understood as a gospel invitation, this may be one of the most relevant promises of Scripture for our broken culture and the whole world! Moments of suffering become teachable moments to reach others with the gospel.

### III. Love, the glory of God and the Great Commission.

- A. The only true God has always been concerned about the nations knowing of Him and His glory.

We have the privilege of helping others become worshipers of the true God by forsaking their idolatry (Psalm 67:1-4a; 1 Thessalonians 1:9). Humans are always guilty of false worship. Idols over promise and under deliver. It is loving to point them to true freedom that comes in relationship to the glorious God of the universe through the redemption of our sin in Jesus Christ. We want them to have "a serious joy in worship."

- B. We are reflecting the character of God as image bearers when we sacrificially love difficult people.

Ephesians 5:1-2

#### **Ideas for personal growth:**

- What is one way you could show genuine care to a neighbor.
- Pray that the Lord will help you grow in love for Jacksonville and the world.
- Pray that the Lord will help you grow in love for Him so that you will more naturally talk about Him.

## Change: Our Hope with Genuine Care

### Genuine Care Session 5

To “Reach all of Jacksonville with all of Jesus for all of Life,” we desire to produce:

- People who worship.
- **People who grow.**
- People who share.
- People who give.
- People who serve.

This lesson is about people who grow, and the Bible calls this process, sanctification.

“Sanctification is a progressive work of God and man that makes us more and more free from sin and more like Christ in our actual lives.”

Sanctification leads to holiness in our lives and is the idea of being separate. We are called to live holy, separate, “set apart” lives. As we grow in Christlikeness (which is the same as godliness), we grow in holiness.

I. Sanctification happens in three time periods.

A. Past—We have been *set apart* from the penalty of sin (Hebrews 10:14).

- “Jesus paid it all, all to Him I owe. Sin had left a crimson stain. He **washed** (emphasis added) it white as snow.”

B. Present—We are being *set apart* from the power of sin (2 Corinthians 3:18).

- “We . . . are being *transformed* . . .” (transformed is the Greek word for metamorphosis). This lesson will emphasize the present tense of sanctification.

C. Future—We will be *set apart* from the presence of sin—Hallelujah!

- According to 1 John 3:1-3, this growth in holiness now and purity in the future is rooted in the genuine care of the Father!
- He who began a good work in you will complete it until the day of Christ (Philippians 1:6).

II. Followers of the Lord can put off the old life, be renewed in their minds, and put on a Christlike way of dealing with life (Ephesians 4:17-31).

A. A decision must be made to put off the old lifestyle with its ungodly desires.

- Love as a motive for killing sin (Romans 13:8-10). In other words, love leads to holiness.

B. It must be a regular practice to be renewed in the “mind.”

- The mind is more than thinking. It has to do with intentions and motives as well.
- Repentance is a regular part of the Christian life.
- Repentance is “a change of mind.” Mind is not just thoughts but also motives.
- The role of scripture in Christian growth:
- Wise people build their lives on the teachings of scripture (Matthew 7:24-27).
- Sanctification is directly related to building truth into life (John 17:17).



- C. A follower of the Lord also puts on the attitudes, motives, and actions of a disciple (cf. Ephesians 5:1-2).
- God uses pain/trials/suffering to refine us, to help us grow (Romans 8:18-39).
  - **"God allows what He hates, to accomplish what He loves"** (Joni Eareckson Tada).
  - The place of discipline: 1 Timothy 4:7—notice that discipline is not for the sake of discipline but for the goal of godliness.
  - Fulfilling the two great commandments means we must die to our own wants and desires.
  - Loving God and loving others (Matthew 22:34-40).

### III. Inaccurate views of sanctification

- A. Quietism: According to quietist teaching, the Christian must exert no energy or effort in the process whatsoever, for feeble human effort only hinders the working of God's power . . . Christians must simply surrender fully to the Holy Spirit (also called "yielding," "dying to self," crucifying oneself" . . .). The Spirit then moves in and lives a life of victory through us, and Christ literally replaces us ("it is no longer I who lives, but Christ lives in me"—Gal. 2:20) (MacArthur, *Our Sufficiency in Christ*, 195).
- B. Pietism: ". . . Teaches that believers must work hard and practice extreme self-discipline to achieve personal piety. Pietism stresses aggressive Bible study, self-discipline, holy living through diligent obedience, and pursuit of Christian duty. Extreme pietism doesn't stop there but often adopts legalistic standards governing one's clothing, lifestyle . . ." (ibid).
- C. "Carnal" Christian—Some people believe that it is possible to be a born-again Christian but live in a perpetual state of immaturity and unconfessed sin. This would be contradictory to the teaching of 1 John.

What is your view of the Christian life?

Summary from Philippians 2:12-14:

- The Amplified Bible, verse 13: "For it is God who is all the while effectually at work in you—energizing and creating in you the power and desire—both to will and to work for His good pleasure . . ."

### Ideas for personal growth:

- Read *Help! I Want to Change*, answer the personal application questions in the back of the booklet, and carry out a plan for implementing these truths in your life.
- Memorize and meditate on Philippians 1:6.
- For further study: view the training video on [fbcjax.com/learntocounsel](http://fbcjax.com/learntocounsel) (lesson on "The Doctrine of Progressive Sanctification").

## The Heart: Our Goal in Genuine Care

### Genuine Care Session 6

#### Introduction:

“To reach all of Jacksonville with all of Jesus for all of life” means that we will need to know some basics about how to talk to them about life.

So, how should we think about the life issues of humans? How do you make sense of the details when someone shares his or her heart with you?

In the next three sessions you will begin to understand what is happening in a marriage that is in trouble and how to respond when the information is shared with you.

Here’s the situation: A wife is dropping off her kids at Sunday School and it looks distraught. You ask her if she’s okay and she says, “Please pray for our marriage. Things are not going well.” What do you do? What do you say? Should you just tell her to call the Counseling Ministry?

I. Understanding humans, our personal problems and how change is possible.

A. The “heat” of life and how God uses it (Romans 8:28-29).

What are some other words for the pressures of life?

B. The pressures of life reveal what is being served or is important to the person’s “heart” (Matthew 12:34-35).

- Components of the heart (the inner person and what “drives” us).
  - Thinking/mind (Hebrews 4:12)
    - What do you find yourself dwelling on?
  - Emotions (Jeremiah 32:40)
    - What tends to cause you fear, anger, or anxiety?
  - Intentions/motives/yearnings (Hebrews 4:12)
    - What are you hungry for?
  - Lusts/desires/wants (Matthew 5:28)
    - What are you getting that you are not wanting?
    - What are you wanting that you are not getting?
  - As we have seen, this is all corrupted by the sin nature (Jeremiah 17:9-10).
  - The most fundamental problem because of sin is self (pride).
- Bad fruit comes out of the heart (Proverbs 4:23; Matthew 12:33-35).
  - We are living out of our hearts so all true change must pass through the heart (paraphrase from Paul Tripp).

- Consider an illustration for a tea bag (sorry, tea lovers)
- We develop patterns of how we respond to and cope with life (Proverbs 2:10-13; Proverbs 14:12; Galatians 6:7).

C. But! There is great news. The Messiah can deliver us! The gospel makes change possible – Hallelujah! (Isaiah 61:1-2a).

- The gospel is not just a message to believe but a Person to follow. Becoming a follower of Christ changes life.
- Embedded in the gospel is the power to change lives and it will (1 John 3:4-10).

D. Heart worship, intentions, and desire change are part of God's salvation plan. Again, Hallelujah! (2 Corinthians 5:17). See Appendix 8, page 65, for Heart questions.

E. Radical behavior change is also possible because of the gospel (Galatians 5:16-25).

- The heat/circumstances of life may never change, but how we respond to them can be radically altered by the grace of God as we learn to worship the superior One.

II. Introduction to the "pyramid of care" (see Appendix 5, page 62).

It is our desire to "equip the saints for the work of the ministry" (Ephesians 4:12). Let's unleash the potential of this church!

III. Working through a typical scenario.

A. What you will see being modeled is a "Love, Know, Speak, Do" conversation.

B. This methodology will be taught in the next sessions.

### **Ideas for personal growth:**

As you are able, answer the "personal application projects" from the back of one of these Help! Lifeline mini-books from Shepherd Press and then work on applying the truths you learned from the booklet to your life over the next 6-8 weeks. Who can pray for you and lovingly hold you accountable to carry this out?

- *Help! I Want to Change*
- *Help! My Anger Is Out of Control*
- *Help! I Can't Get Motivated*
- *Help! I'm in a Conflict*
- *Help! I'm Depressed*
- *Help! I'm Anxious*

If you would like a more in-depth explanation of the heart, go to [fbcjax.com/learntocounsel](http://fbcjax.com/learntocounsel)

## Conversation: Our Vehicle for Genuine Care

### Genuine Care Session 7

#### Introduction:

Someone starts to share a concern with you in the church parking lot—What are you supposed to do?

A mother is checking her child in for Sunday School and asks you to pray for her marriage—What do you say?

You find out someone from your Sunday School class is in the hospital and you want to talk to him to encourage him. What should the phone conversation sound like?

As we saw in session 1, the whole body is called to minister to the body. “But, speaking the truth in love, we are to grow up in all aspects into Him, who is the head, even Christ . . .” (Ephesians 4:15).

How we talk to people is as important as what we say. In other words, you can say the right thing in the wrong way.

Here is a formula: Truth – love = harsh.  
Love – truth = weak.

- I. Remember—Our God is Sovereign (Romans 8:28; 11:36)!
  - A. In other words—it is no mistake that these situations have come to your attention or that you are being asked to handle them. Nothing comes into your life unless it comes through the hand of God first (Romans 11:33-36).
  - B. You say, “I don’t know what to do” or “I can’t handle it.” Good (see Psalm 28:7-8; Philippians 4:13; 1 Corinthians 10:13; 2 Corinthians 12:9-10).
  - C. God has designed church leaders for, “The equipping of the saints for the work of service . . .” (Ephesians 4:12). This makes a much stronger church.
  - D. We need a plan; what would the Lord want us to do? God’s Word gives the answer—in summary, “LOVE, KNOW, SPEAK, DO.”
- II. To show genuine care we must LOVE others. We must build loving, helping relationships with others (Tripp, *Instruments in the Redeemer’s Hands* methodology – Love, Know, Speak, Do).
  - A. This is the initial step in following Christ’s example—build a loving, helping relationship (1 Thessalonians 2:1-12). Relationship is the context for care (Galatians 6:1-3).
  - B. Enter the person’s world—This is the incarnation in action. Our initial goal is “connecting.” We want to send a message that says, “I’m listening.”
    - Let’s talk about the importance of our tone of voice.
    - Ask yourself, “What would it be like to live this person’s life” (Philippians 2:3-5)?

- How would you like to be treated if you were the person sharing a burden on your heart (Matthew 7:12)?
- Build bridges into his or her life—connect, listen for commonalities with your own life.
- Understand the importance of the words, “I’m so sorry.”

III. To show genuine care we must KNOW what is happening (Proverbs 18:13, 15, 17; 20:5).

A. Ask good questions (What’s the difference between a good and bad question?).

- Don’t commit “assumicide”—get the facts (Proverbs 18:13).
- Use open ended versus closed questions and ALWAYS asked in a loving tone –who? what? when? where? why? how?

B. Key questions:

1. What is going on? What happened? Get the facts.
2. What were you thinking? What goes through your mind regularly related to this issue? Hebrews 4:12
3. What did you do? What has been your solution? How are you seeking to resolve the issue? How are you dealing with this? Luke 6:43-45—root leads to fruit.
4. What did you want? What didn’t you want? What was your goal? What did you desire?
5. What was the result? What are you getting? Please remember the principle of sowing and reaping.

C. Get the big picture or zoom in.

D. The HEART is the primary target (see box attachment) because this is the root system and explains motivations.

- Proverbs 4:23
- Jeremiah 17:9-10; She needs to see her sin and turn to the Savior (instead of what she has been turning to as her “savior”) if she desires to change at a deep level.
- Isaiah 26:3-4; He needs to turn to the LORD as his hope if he wants to learn to deal with his suffering in a godly way.
- What is this person living for? What are the root desires that are driving the bad fruit and responses to the suffering?

IV. To show genuine care we SPEAK God’s Truth (Ephesians 4:15).

A. The authority is God, not my opinions, theories, scientific studies (We have Truth in a world of theory)!

- Psalm 19:7-11
- Psalm 23:3
- In other words, a truly wise helper of people is one who speaks God’s Word, not his or her own opinions or just out of personal experience (Proverbs 1:7).

- Think biblically—as you are listening, as they tell you their problems, think to yourself; “Where does this fit biblically?” What passages deal with this?” In what biblical categories does this fit?” “How does God’s Word give hope?”

B. Speak the words necessary for the moment (Ephesians 4:29; 1 Thessalonians 5:14).

C. What type of person am I dealing with? Is this a sinner who is suffering because of sin or a sufferer because of someone else’s sin? Is the person sinning because of his or her suffering? Could there be a combination of all of the above?

D. Give the person hope (1 Corinthians 10:13).

- Scripture is full of hope. Secular care systems have nothing that compares to the hope we can give others!
- People won’t have the motivation to change unless they feel some hope.
- It is loving to give hope.
- Please remember the Lord is up to something good in this brother or sister’s life (Romans 8:28-29).
- Some classic passages of Scripture to give hope:
  - 1 Corinthians 10:13
  - Isaiah 61:1-2a
  - Romans 8: 28-29 (“God allows what He hates to accomplish what He loves,” Joni Eareckson Tada.)

E. Salvation must be a chief concern. Is there fruit?

V. Practicing a Love, Know, Speak, Do conversation.

A. Here are some scenarios:

B. What questions does this raise?

### **Ideas for personal growth:**

- Read Edward Welch’s book, *Caring for One Another*.
- This week practice 3 “Love, Know, Speak, Do” conversations.

## Head, Heart, Hands, Home: Our Plan for Genuine Care

### Genuine Care Session 8

Life Application: Our aim for genuine care.

- I. To show genuine care we must help others be **doers** of the Word (James 1:22; Matthew 7:24).
  - A. God's Word is designed to be lived out. We are not just listeners. Please remember the Great Commission says, "Go..., make disciples... teaching them to observe all that I commanded you."
    - Matthew 7:24-27 — How to have solid house that withstands the storms of life.
    - Luke 11:27-28 — How to have a life more blessed than being Mary the mother of the Messiah.
    - 1 Thessalonians 2:13 — Living out the living Word is what changes lives. The Holy Spirit unleashes the power of Scripture in our lives.
    - Romans 8:28-29 — Change into Christ likeness is the goal. God is concerned about holiness that leads to true satisfaction.

Our genuine care plan — We must work with the whole person in the proper, God-designed context, the local church.

God is interested in helping the whole person grow toward Christlikeness.

- HEAD/Content — 2 Peter 3:18; Romans 15:14
  - HEART/Character — Romans 15:14
  - HANDS/Competence — Romans 15:14; 1 John 3:16-19
  - HOME/Church community — Galatians 6:1-3
- II. How we work together to care for the congregation.  
The Genuine Care pyramid (Appendix 5, page 62)
  - III. How do I know if this is above my level of training?  
Doing an SOS (Severity, Ownership, Support), Appendix 6, page 63
  - IV. A Quick Guide to Genuine Care resources
    - A. There are many resources on the church website. ([fbcjax.com/biblicalcounseling/resources](http://fbcjax.com/biblicalcounseling/resources))
    - B. Lifeline "mini-books" by Shepherd Press (see the list at [fbcjax.com/biblical-counseling/resources/helpbooklets](http://fbcjax.com/biblical-counseling/resources/helpbooklets))

V. Practicing a Love, Know, Speak, Do conversation.

A. Here's the scenario: A mother is checking her child in for Sunday School and asks you to pray for her marriage — What do you say?

B. What questions does this raise?

**Ideas for personal growth:**

- Continue to practice Love, Know, Speak, Do conversations.
- Read the condensed Policy and Procedures Manual, Appendix 2, page 52 (and ask a staff member if you have questions).
- Practice doing an SOS (Severity, Ownership, Support).
- Explore the church website to see the resources that are available.



## **Biblical Solutions to Common Life Issues**

In the next section of the Genuine Care material, you will find biblical strategies for showing care for 12 common-life problems. These outlines should be viewed as a type of “playbook” to follow when one of these issues is presented to you as a leader. Much more could be written about each of these areas, but these are meant to give you a start with how to address these issues with people you care about. Thank you for being willing to minister to them.

1. Marriage Pressures
2. Pornography and Sexual Sin
3. Relational Conflict
4. Suffering/Grief/Intense trials/Physical Illness
5. Parenting
6. Depression
7. Grief
8. Addictions
9. Anger
10. Fear
11. Dating/Romantic Relationships
12. Anxiety

## Marriage Pressures

These principles would apply to marriage complaints and conflict (including some parenting and sexual pressures) but would not apply if there is domestic abuse.

### Resources

- *Help! I'm in a Conflict*, Ernie Baker
- *Help! I'm in a Painful Marriage*, Carrie Foldberg
- *Help! I Want to Model Submission*, Glenda Hotton
- *Help! Disability Pressures Our Marriage*, Ernie Baker
- *Help! My Toddler Rules the House*, Paul and Karen Tautges
- "Intervening in Crisis Marriages," Ernie Baker ([fbcjax.com/biblicalcounseling/resources](http://fbcjax.com/biblicalcounseling/resources))
- "Loving Difficult People," Ernie Baker ([fbcjax.com/biblicalcounseling/resources](http://fbcjax.com/biblicalcounseling/resources))
- Marriage help videos and articles ([fbcjax.com/biblicalcounseling/resources](http://fbcjax.com/biblicalcounseling/resources))
- Loving actions ideas ([fbcjax.com/biblicalcounseling/resources](http://fbcjax.com/biblicalcounseling/resources))

More in-depth:

- *Peacemaking for Families*—Ken Sande
- *Sex, Romance, and the Glory of God*—C. J. Mahaney

### Key Discipleship Concepts:

#### Explore their heart

- When conflict takes place, what is their spouse wanting (typically)? What are they wanting (or not wanting) in return?
- Thinking about their heart in those moments, why are they responding the way they typically do? What are they afraid of, wanting to avoid, or wanting to defend?
- What are they treasuring in their heart? What are they serving in their heart (Luke 6:43-45)?

#### Direct their thinking

- What "logs" are in their eyes that are contributing to the conflict (Luke 6:41-42)?
- Marriage is a "Covenant of Companionship" (Proverbs 2:17; Malachi 2:14). A marriage covenant is "a sacred and sealed commitment to live in lifetime allegiance to one another."
- How do gospel truths (being gracious, being forgiving, being merciful) impact their marriage?
- God does not give us the right to judge, condemn, or withhold forgiveness from our brother/sister (Romans 12:16-21; Luke 6:35-37).
- God commands and enables us to love difficult people (Galatians 5:22-26; Ephesians 5:1-2; Romans 12:20-21).

#### Encourage their action

- What character traits do they need to work on (Ephesians 4:1-3)? What are they doing to create a Gospel-saturated atmosphere in their home?
- Put off the old man, be renewed in the spirit of the mind, and put on the new man (Ephesians 4:22-24; Colossians 3:9-10).

- Improper practice of biblical husband and wife roles leads to conflict. Proper role definitions and practice lead to stability (Ephesians 5:22-33).
- Learn to be a servant (Philippians 2:3-5). Dying to self and living for God and others (their spouse in particular) may save their marriage.

### **General principles to keep in mind**

- Communication and conflict resolution skills are key.
- Christians are called to forgive lavishly as we have been forgiven lavishly (Ephesians 4:31-32).
- Sex is at the end of the intimacy spectrum.
- Money, sexual tensions, and disagreements about kids or the in-laws are just “tip of the iceberg” issues.
- The Bible defines true love as a self-sacrificial giving of self for another that leads to our true fulfillment (1 Corinthians 13; John 15:13).
- There is always hope (Psalm 39:7).
- Their spouse cannot be their chief rock and refuge in life.
- Their spouse is just another Genesis 3 person.
- Good marriages don’t just happen. They are made to happen.

### **Church policies to keep in mind**

- Do an S.O.S. to determine if this needs to be referred to a certified biblical counselor (Appendix 6).
- Are there anger issues that might lead to the conclusion that there could be some domestic abuse going on? If so, see the section “Domestic Violence and Marriage Separation” in the Condensed Counseling Policy and Procedures (Appendix 2).
- Read our policy statement on marriage, divorce, and separation.
- Read the policy statement on domestic abuse.
- Read the “Intervening in Crisis Marriages” article by Ernie Baker ([fbcjax.com/biblicalcounseling/resources](http://fbcjax.com/biblicalcounseling/resources))

### **For giving hope**

- Isaiah 61:1-2a

### **Key passage**

- Ephesians 5: 18-33 (along with Proverbs 2:17 and Malachi 2:14)—Marriage is a “covenant of companionship.”

### **Areas to explore**

- How long have these issues been going on?
- Have each spouse describe the intensity of the issues.
- Is anyone in danger? (This would have to be explored with the couple in separate meetings to protect the potential victim.)
- What is their understanding of being a follower of Christ?
- Who has been impacted by this?
- What have they been doing to address the problems?

# Pornography and Sexual Sin

## Resources

- *Help! He Is Struggling with Pornography*, Brian Croft
- *Help! She Is Struggling with Pornography*, Rachel Coye
- *Help! My Kids Are Viewing Pornography*, Tim Challies
- "Dealing with Stubborn Desires through Superior Worship," Ernie Baker
- "Dealing with Sexual Sin" training video ([fbcjax.com/learntocounsel](http://fbcjax.com/learntocounsel)).
- "Indicators of Genuine Repentance" study, Ernie Baker ([fbcjax.com/biblicalcounseling/resources](http://fbcjax.com/biblicalcounseling/resources)).

## More in-depth:

- *Finally Free*, Heath Lambert
- *Passions of the Heart*, John Street
- *Transforming Homosexuality*, Heath Lambert & Denny Burk

## Key Discipleship Concepts (to be used in the context of "Love, Know, Speak, Do" conversations):

### Explore their heart

- What is being treasured in their heart (Matthew 12:34-35)?
- What is the person wanting/receiving from this sinful behavior?
- What is the person getting from the behavior (guilt, frustration, overwhelming thoughts, impure view of women, etc.)?
- Help the person see and experience the superior pleasures of delighting in God.
- The person needs to believe that God's ways are best and superior (Hebrews 11:24-26).
- What are their fears? Often what is feared is the opposite of what is loved.

### Direct their thoughts

- Give hope: The Lord sets captives free (Isaiah 61:1-2a; Titus 3:3-4; 1 Corinthians 6:9-11). The power of the gospel can break the chains of those enslaved to lusts and pleasures.
- Lead them to understand repentance and God's forgiveness (1 John 1; 1 Corinthians 10:13-14).
- Be sure to explore a testimony of true saving faith

### Encourage their action

- Radical amputation of pathways to temptation and sin (Matthew 5:27-30; Romans 13:14).
- Put off the old man, be renewed in the spirit of the mind, and put on the new man.
- Accountability personally and through software and setting the parental controls on the phone (Hebrews 3:13).
- Develop a "temptation and spiritual growth plan" for resistance (Romans 13:14; 1 Peter 5:6-10; 2 Peter 1:2-12).

### General principles to keep in mind

- Superior loves push out inferior loves.
- Expose the unfruitful works of darkness. Learning to be open about temptations is often a turning point.

- We all need loving accountability.
- We cannot be slaves of Christ and enslaved to sin (1 John 3:3-11).

### **Church policies to keep in mind**

- Is there something reportable?
  - For example, child sexual abuse or child pornography (this would fall under mandatory reporting to DCF).
  - If someone confesses adultery, please consult with the pastor over your area of ministry. The pastoral staff have been trained in issues of confidentiality.
  - Please see the church policy on confidentiality (Appendix 2).
- Do an S.O.S. to determine if a certified biblical counselor should get involved (Appendix 6).

### **For giving hope**

- Isaiah 61:1-2a—Why is this a hope-giving passage?

### **Key passage**

- Matthew 5:27-30—Radical action needs to be taken.

### **Areas to explore**

- How long has this been an issue?
- What has helped in the past?
- What is their understanding of being a follower of Christ?
- Who has been impacted by this?
- When does this typically happen?
- Who could be an accountability partner?

## Relational Conflict

These resources and principles would apply to a number of scenarios like a prolonged illness, grief, job loss, being a caregiver, or abuse.

### Resources

- *Help! I'm in a Conflict*, Ernie Baker
- *Help! I Can't Handle All These Trials*, Joel James
- *Help! My Anger Is Out of Control*, Jim Newheiser
- "Loving Difficult People," Ernie Baker ([fbcjax.com/biblicalcounseling/resources](http://fbcjax.com/biblicalcounseling/resources))
- Conflict Resolution, parts 1 and 2 ([fbcjax.com/learntocounsel/](http://fbcjax.com/learntocounsel/))
- *A Small Book about a Big Problem*, Edward Welch

More in depth:

- *Peacemaking for Families*, Ken Sande
- *Pursuing Peace*, Robert Jones
- *The Peacemaker*, Ken Sande
- *Uprooting Anger*, Robert Jones

### Key Discipleship Concepts:

#### **Explore their heart**

- What are they wanting that they're not getting? What are they getting that they are not wanting?
- What do their emotions reveal about what may be a treasure in their heart?  
(See Matthew 12:34-35.)

#### **Direct their thoughts**

- How should they think about this other person who has offended them based upon Matthew 18:21-35?
- How should they think about anger, bitterness, and forgiveness based upon Ephesians 4:31-32?

#### **Encourage their action**

- What would the Lord want them to do based upon Matthew 5:23-25?
- What would the Lord want them to do based upon Matthew 18:21-35?
- What would the Lord want them to do based upon Philippians 2:3-5?
- What would the Lord want them to do based upon Ephesians 4:31-32? (see *The Peacemaker* or *Peacemaking for Families* for the Four Promises of Forgiveness).

#### **General principles to keep in mind**

- They are responsible for their part of the conflict even if the other person never takes responsibility (Matthew 7:1-5). Get the log out of our own eye first.
- Our forgiveness of others is to be lavish forgiveness based upon the degree of forgiveness we have received from the Lord (Matthew 18:21-35; Ephesians 4:31-32).
- Others may need to help if they cannot resolve this individually (Matthew 18:15-17). There are character traits listed in Ephesians 4:1-3 and Colossians 3:12-15 that make the

atmosphere of relationships more Christ-like, but the opposites destroy relationships (harshness, irritability, hard heartedness, etc.).

### **Church policies to keep in mind**

- Do an S.O.S. to determine if this situation needs to be referred to a trained biblical counselor or mediator (Appendix 6).
- Could this be a domestic abuse situation?

### **For giving hope**

- Romans 8:18-39—The LORD is up to something good in their life.
- Isaiah 53:3—The LORD can relate to their being rejected by others.

### **Key passage**

- James 4:1-2—What is going on in their desires?

### **Areas to explore**

- How long has this been going on?
- What are the two or three big issues that the conflict revolves around?
- Who is being impacted?

## Suffering/Grief/Intense Trials/Physical Illness

These resources and principles would apply to a number of scenarios like a prolonged illness, chronic pain, grief, job loss, being a caregiver, abuse.

### Resources

- *Help! I Can't Handle All These Trials*, Joel James
- *Help! Someone I Love Has Alzheimer's*, Deborah Howard and Judy Howe
- *Help! Someone I Love Has Cancer*, Deborah Howard
- *You Can Trust God*, Jerry Bridges
- *Living by Faith When Your Body Hurts*, Michael Emlet
- *A Small Book for the Hurting Heart*, Paul Tautges
- *God's Healing for Life's Losses*, Robert Kelleman
- "The Gift of Lament," Ernie Baker ([biblicalcounselingcoalition.org/person/ernie-baker](http://biblicalcounselingcoalition.org/person/ernie-baker))
- "Suffering and Physical Illness" and "Finding Hope Again" ([fbcjax.com/learntocounsel](http://fbcjax.com/learntocounsel))
- *Trusting God* Bible study ([fbcjax.com/biblicalcounseling/resources](http://fbcjax.com/biblicalcounseling/resources))

More in depth:

- *Dark Clouds, Deep Mercy*, Mark Vroegop
- *Trusting God*, Jerry Bridges
- *When God Weeps*, Joni Eareckson Tada

### Key Discipleship Concepts:

#### Explore their heart

- What are they hoping for?
- What were they hoping for?
- What are their fears or concerns?

#### Direct their thoughts

- How big is their view of Yahweh? Who is He and where is He in this situation?
- Have them meditate on Jerry Bridges' definition of a life of trusting God as they think through Psalm 28:6-9 and Isaiah 26:3-5.
- Jerry Bridges definition of trust: "Trust is not a passive state of mind. It is a vigorous act of the soul by which we choose to lay hold on the promises of God and cling to them despite the adversity that at times seeks to overwhelms us."

#### Encourage their action

- Pray Psalms of lament back to the Lord but insert their situation (Psalms 42 and 43 are prime examples).
- Journal prayers of lament to the Lord following a model of the Psalms.
- Memorize Jerry Bridges' definition of what it means to live a life trusting God: "Trust is not a passive state of mind. It is a vigorous act of the soul by which we choose to lay hold on the promises of God and cling to them despite the adversity that at times seeks to overwhelms us."
- What hymns do they like that are comforting that they could sing out loud to the Lord and for their soul?



## **General principles to keep in mind**

- The Lord never leaves us or forsakes us (Hebrews 13:5).
- Yahweh is with us even though we walk through dark situations (Psalm 23).
- The Lord is able to restore our souls (Psalm 23).
- Our church is meant to bear one another's burdens (Galatians 6:1-3). We need others during difficult times.

## **Church policies to keep in mind**

- Has the Pastoral Care office ([pastoralcare@fbcjax.com](mailto:pastoralcare@fbcjax.com)) been informed of hospital, bereavement, or nursing home needs?
- Has the Sunday School class or Life Group been informed of needs?
- If this is an abuse situation (sexual, domestic, child), please review the condensed policy and procedure manual (Appendix 2).

## **For giving hope**

- Isaiah 26:3-4

## **Key passage**

- Romans 8:18-39

## **Areas to explore**

- What needs does the family have? Are there benevolence needs? If so, direct them to call the Benevolence Ministry (904-265-7222).
- How is this situation impacting them physically? (Explore sleep in particular.)
- What is causing the most pressure?
- What are their greatest fears?
- What are they hoping will happen?
- If they could push a magic button and everything could be resolved, what would happen?

## Parenting

These principles would apply to general parenting pressures related to discipline and family structure.

### Resources

- *Help! I'm in a Conflict*, Ernie Baker
- *Help! My Kids Are Viewing Pornography*, Tim Challies
- *Help! My Teen Struggles with Same-Sex Attractions*, Ben Marshall
- *Help! My Toddler Rules the House*, Paul Tautges
- *The Gospel for Children*, John Leuzarder
- *Halle Takes a Stand, When You Want to Fit in*, Paul Tripp
- *Caspian Crashes the Party, When You Are Jealous*, Edward Welch
- *Buster Tries to Bail, When You Are Stressed*, David and Nan Powlison
- *Henry Says Goodbye, When You Are Sad*, Edward Welch
- *Zoe's Hiding Place, When You Are Anxious*, David Powlison
- *Jax's Tail Twitches, When You Are Angry*, David Powlison
- *Buster's Ears Trip Him up, When You Fail*, Edward Welch
- "Loving Difficult People," Ernie Baker ([fbcjax.com/biblicalcounseling/resources](http://fbcjax.com/biblicalcounseling/resources))

More in-depth:

- *Age of Opportunity*, Paul Tripp
- *Shepherding a Child's Heart*, Tedd Tripp
- *Marry Wisely, Marry Well*, Ernie Baker

### Key Discipleship Concepts:

#### Explore their heart

- What are their fears related to their children?
- Where do they feel hopeless?
- What are they wanting?
- What are they hoping for?

#### Direct their thinking

- God commands and enables us to love difficult people (Galatians 5:22-26; Ephesians 5:1-2; Romans 12:20-21). Based upon these passages, how should the parents think about their difficult child?
- How could Psalm 28:6-9 direct their thinking about the Lord promising to give strength?

#### Encourage their action

- Do they lead their family in family worship or discipleship? Is there regular prayer and scripture reading?
- Are they consistent in their discipline of the child and use biblical means?
- Are they modeling a loving, stable marriage?
- Which of the Help! booklets should they read and answer the questions from the back?
- Every parent of a child should read *Shepherding a Child's Heart* and every parent of a teen should read *Age of Opportunity*.

- See the list of children's books above to help parents help their children with issues like fear, anxiety, and failure.

### **General principles to keep in mind**

- Making disciples of our children is the chief goal. We have a high calling to create the next generation of God glorifiers.
- Parents are the chief disciplers of their children, not the youth ministry.
- God promises wisdom to those who need it (James 1:5).
- Fathers are to be the chief disciplinarians and disciplers in the home, not the mom (Ephesians 6: 4).

### **Church policies to keep in mind**

- For questions about child abuse, please see the condensed policy and procedures manual and "Protect Our Ministry" policy (Appendix 2).
- Do an S.O.S. to determine if the situation needs to be referred to a certified biblical counselor (Appendix 6).

### **For giving hope**

- Isaiah 61:1-2a

### **Key passage**

- Ephesians 6:1-4—Children are to obey and honor; fathers are to disciple and not to provoke their children to anger.

### **Areas to explore**

- How active is dad in overseeing his home and discipling his children (Ephesians 6:1-4)?
- How long have these issues been going on?
- Describe the intensity of the issues.
- Is anyone in danger?
- What is their understanding of being a follower of Christ?
- Are they clearly explaining the gospel to their children?

# Depression

These resources and principles would apply to several scenarios like feeling down about life, prolonged guilt, or suicidal threats. There would be an overlap between this topic and anxiety, fear, and grief.

## Resources:

- *Help! I'm Depressed*, Carol Trahan
- *Help! I Can't Get Motivated*, Adam Embry
- *A Small Book for the Hurting Heart*, Paul Tautges
- "The Gift of Lament" Ernie Baker ([biblicalcounselingcoalition.org/person/ernie-baker](http://biblicalcounselingcoalition.org/person/ernie-baker))
- "Trusting God" Bible study, Ernie Baker
- "Dealing with Depression" study ([fbcjax.com/learntocounsel](http://fbcjax.com/learntocounsel))

More in depth:

- *If I'm A Christian, Why Am I Depressed?* Robert Somerville
- *Depression, Looking Up from the Stubborn Darkness*, Edward Welch
- *Spiritual Depression*, Martyn Lloyd-Jones
- *Trusting God, Even When Life Hurts*, Jerry Bridges

## Key Discipleship Concepts:

### Explore their heart

- What were they hoping for by this point in their life?
- What are the situations in life that cause them anger?
- In what ways might they be struggling with guilt or regret?
- Use the 14 basic heart questions as a data gathering tool

### Direct their thoughts

- How might Colossians 2:13-14 help them deal with guilt or regrets?
- How might Psalm 28:6-9 help them focus their hope on the LORD?
- How could Philippians 4:8 help them discipline their thought life?

### Encourage their action

- Depressed people are notoriously self-focused. What could they do for someone else?
- What is the next right thing to do to keep up with responsibilities so as not to complicate life further?
- Have them memorize Jerry Bridges' definition of a life of trusting God: "Trust is not a passive state of mind. It is a vigorous act of the soul by which we choose to lay hold on the promises of God and cling to them despite the adversity that at times seeks to overwhelms us."

## General principles to keep in mind:

- Working with them on their thought life is important. Philippians 4:8 is a significant verse.
- Have them make a "think list" based upon each category in verse 8.
- We must be extremely patient with depressed people.
- Keep the "Golden Rule" in mind. How would you like to be treated if this were you?
- You may have to do the homework with them if they are highly unmotivated.

**Church policies to keep in mind:**

- Do an S.O.S. to determine if this needs to be referred to a certified biblical counselor or The Counseling Ministry (Appendix 6).
- We do not give advice about medicine other than to urge them to talk to their physician about side effects. Please see our policy statement on psychotropic medicine.
- Do a “suicide risk assessment”—call 911 if there is imminent danger based upon the assessment.

**For giving hope**

- Psalm 28:6-9—This is a typical Davidic passage where David is struggling. God promises to be his strength, shield, and shepherd. David’s job is to trust (see Jerry Bridges’ definition of trust).
- How can the good news of Jesus give them daily hope?

**A key passage**

- Psalms 42–43—These psalms teach a person how to express lament to the Lord. They also are models for how to ask the Lord “why” questions respectfully.

**Areas to explore**

- What is happening with them physically?
- How are they sleeping?
- How is the depression impacting others, especially family members?
- What are they doing to cope with the depression? Have they developed sinful habits like looking at pornography or smoking marijuana as a way to deal with life’s pressures?

## Grief

These resources and principles would apply to a number of scenarios like prolonged illness, grief, job loss, other forms of loss, being a caregiver, abuse.

### Resources:

- *Help! I Can't Handle All These Trials*, Joel James
- *Help! Someone I Love Committed Suicide*, Bruce Ray
- *Grief, Finding Hope Again*, Paul David Tripp
- *You Can Trust God*, Jerry Bridges
- *A Small Book for the Hurting Heart*, Paul Tautges
- *God's Healing for Life's Losses*, Robert Kelleman
- "The Gift of Lament" Ernie Baker ([biblicalcounselingcoalition.org/person/ernie-baker](http://biblicalcounselingcoalition.org/person/ernie-baker))
- "Trusting God" Bible study, Ernie Baker
- "Trusting God in Trials" ([fbcjax.com/learntocounsel](http://fbcjax.com/learntocounsel))

More in depth:

- *Dark Clouds, Deep Mercy*, Mark Vroegop
- *When God Weeps*, Joni Eareckson Tada
- *Trusting God, Even When Life Hurts*, Jerry Bridges

### Key Discipleship Concepts:

#### Explore their heart

- Where are their fears?
- What is provoking their anger?
- Where are they feeling hopeless?

These questions are designed to give you a sense of where the person is internally. The answers could give you hints at what might be treasured in their heart. We must be very sensitive though while exploring these areas since this person is a sufferer primarily who may or may not be responding sinfully to loss.

#### Direct their thoughts

- What promises of scripture have been meaningful to them that you could encourage them to memorize? (see the list below under hope and a key passage).
- Help them to develop a "thankful list" of things they are grateful for even though they are experiencing loss.

#### Encourage their action

- Memorize Jerry Bridges' definition of trust: "Trust is not a passive state of mind. It is a vigorous act of the soul by which we choose to lay hold on the promises of God and cling to them despite the adversity that at times seeks to overwhelm us."
- Have them write out prayers of lament possibly in a journal
- Have them write out a list of practical needs (e.g., help with funeral planning, groceries, childcare, etc.). Who needs to receive this list?

- If job loss is the situation, urge them to attend “Career Crossroads” sponsored by the Counseling Ministry for Biblical Counseling. Also, urge them to make it their job to find a job.
- Urge them to read an appropriate Help! booklet and answer the questions in the back.

### **General principles to keep in mind:**

- God describes Himself as the God of hope and comfort (Colossians 1:27; 2 Corinthians 1:3-10).
- All things are working together for good (Romans 8:28) to conform us to the image of God’s Son (Romans 8:29).
- Our job is to vigorously trust God during intense trials by putting our hope in the God who is the everlasting Rock. This means we will have to discipline our minds with truths to believe (Isaiah 26:2-5).

### **Church policies to keep in mind**

- Has the Pastoral Care office ([pastoralcare@fbcjax.com](mailto:pastoralcare@fbcjax.com)) been informed of hospital, bereavement, or nursing home needs?
- Do an S.O.S. to determine if this situation needs to be referred to a certified biblical counselor (Appendix 6).
- There is a section in our condensed manual on how to do a suicide risk assessment in case that is pertinent.

### **For giving hope**

- 1 Corinthians 15:50-58—In this key chapter about the resurrection of our Lord, Paul gives us hope that we too will be resurrected and put on an imperishable body. Therefore, we can be steadfast, immovable, and always abounding.
- Revelation 21:1-7—The future is bright for believers. All tears and mourning will be gone someday.

### **A key passage**

- 1 Thessalonians 4:13-18—This passage tells us we can grieve and that we can do so as those who have hope.
- Romans 8:18-39—This passage gives perspective on suffering and how God uses suffering. It is clear that we live on a fallen planet with other fallen people. He is using the suffering so that we can be “conformed to the image of His Son.” In the midst of grief or other types of intense loss, He makes astounding promises (verses 31-39). The key here is whether or not the person will choose to believe them.

### **Areas to explore**

- What needs does the family have? Are there benevolence needs? If so, direct them to call the Benevolence Ministry (904-265-7222).
- Do a suicide risk assessment as it seems appropriate.

## Addictions

These resources and principles would apply to several scenarios involving enslaving habits like food issues, pornography, alcohol, prescription and illegal drugs.

### Resources:

- *Help! I'm Addicted*, Jim Berg
- *Help! I'm a Slave to Food*, Shannon McCoy
- *Help! My Kids Are Viewing Pornography*, Tim Challies
- "Dealing with Stubborn Desires through Superior Worship" article, Ernie Baker ([fbcjax.com/biblicalcounseling/resources](http://fbcjax.com/biblicalcounseling/resources))
- "Dealing with Our Passions" article ([fbcjax.com/learntocounsel](http://fbcjax.com/learntocounsel))
- Repentance study ([fbcjax.com/biblicalcounseling/resources](http://fbcjax.com/biblicalcounseling/resources))
- Psalm 18 study to help determine what have become false "rocks" and "refuges" in the person's life ([fbcjax.com/biblicalcounseling/resources](http://fbcjax.com/biblicalcounseling/resources))
- *Killing Sin Habits: Conquering Sin with Radical Faith*, Stuart Scott

More in depth:

- *Addiction-Proof Parenting*, Mark Shaw
- *The Heart of Addiction*, Mark Shaw
- *Addictions: A Banquet in the Grave*, Edward Welch
- *Passions of the Heart*, John Street
- *You Can Change*, Tim Chester
- *Finally Free*, Heath Lambert

### Key Discipleship Concepts:

#### Explore their heart

- Why do they think they need this (overeating, pornography, smoking, alcohol, etc.) in their life?
- What kind of refuge do they think this represents in their life?
- Why do they think they need this? How does this help them cope with life?
- What are their fears about giving this up?

#### Direct their thoughts

- Have them memorize Romans 6:1 to help them remember that when they choose to give into temptations, they are abusing grace.
- Have them read Ephesians 1:3-13. Have them meditate on all the truths of their identity in Christ in these verses rather than drugs, food, or sex being their identity. Have them make a list and memorize it.

#### Encourage their action

- Has the person repented? This is deeper than feeling bad about giving into temptations. Have they asked the Lord for forgiveness? Have they asked others who have been sinned against for forgiveness?
- Have them read Jim Berg's booklet (*Help! I'm Addicted*) and answer the questions in the back. Review it with them.



- Have them read the article, “Dealing with Stubborn Desires through Superior Worship,” and discuss how they can grow in their love for the Lord and others so that they can more easily say “no” to temptations.
- Develop a temptation plan following the plan of “putting off the old man, being renewed in the spirit of the mind, and putting on the new man.” What situations do they need to avoid? Who can hold them accountable and how? What superior loves can be practiced for God and others?

### **General principles to keep in mind**

- The person will need strict accountability.
- Dealing with people enslaved to addictive desires and behaviors is more than a one-person job. It takes a team.
- Detox comes first before diving into deep discipleship.
- Church policies to keep in mind
- Do an S.O.S. to determine if this situation needs to be referred to a certified biblical counselor (Appendix 6).

### **For giving hope**

- Isaiah 61:1-2a—The Messiah is on a mission to set captives free. Embedded in the gospel is the power to change lives, and it will if true saving faith has taken place.

### **A key passage**

- Titus 3:3-7—The gospel is for people enslaved to lusts and pleasures. The gospel is not just a message to believe but a person to follow. When a person becomes a follower of the Lord, a power is unleashed in his or her life so that they are “washed” and “renewed.”

### **Areas to explore**

- What are his or her beliefs about the gospel?
- What needs does the family have? Are there benevolence needs?
- How has the addictive behavior impacted others, especially the family?
- How is this enslaving behavior impacting the individual physically?
- Call the Counseling Ministry (904.366.1237) if detox is needed.
- To what extent have they admitted they are enslaved and need help?

# Anger

These resources and principles would apply to several scenarios like personal and family conflict, general relational conflict (including work conflict), domestic abuse and internal frustration.

## Resources:

- *Help! My Anger is Out of Control*, Jim Newheiser
- *A Biblical Approach to Counseling Sinfully Angry People* (fbcjax.com/learntocounsel).
- *A Small Book about a Big Problem*, Edward Welch

More in depth:

- *Uprooting Anger*, Robert Jones
- *Good and Angry*, David Powlison

## Key Discipleship Concepts:

### Explore their heart

- Angry, controlling people usually are full of fears so explore, what are their fears?
- What are they wanting that they are not getting? What are they getting that they're not wanting?
- What legitimate desires have turned into demands? What, "I like to have's" have turned into "I have to have or else I can't be happy"?

### Direct their thoughts

- Have them study Colossians 3: 1-10 and write out what they should be thinking about their anger based upon these verses.
- Have them study the verses listed under "Key Passage" and write out what they should be thinking based upon these verses from Proverbs. Come up with at least five and then have the work on memorizing the list.
- Have them meditate on the love found in the gospel of Jesus.

### Encourage their action

- Memorize Ephesians 4:29.
- Whom do they need to ask forgiveness from? (see *Peacemaking for Families*, chapter on confession for a thorough approach to confessions).
- Read Jim Newheiser's booklet on anger (*Help! My Anger Is Out of Control*), answer the questions in the back and then meet with the person to discuss the answers and an action plan.
- Chapter 2 of *Peacemaking for Families* explains how desires turn into demands which result in a critical/judgmental spirit which then leads to punishing people. Have them read this chapter and answer the questions at the end.

### General principles to keep in mind

- Outward anger and more subtle inward seething or frustration are directly related to idolatries of the heart.
- The opposites of the character traits in Ephesians 4:1-3 are what set up an ungodly atmosphere in a home and ruin relationships.

- They need to repent (see “Principles of Repentance” study, [fbcjax.com/biblicalcounseling/resources](http://fbcjax.com/biblicalcounseling/resources)).

### **Church policies to keep in mind**

- If the person is married, is there a danger of domestic abuse?
- Is anyone in imminent danger? (See the condensed policy and procedures manual for steps to take, if so.)
- Are children in danger? (See condensed policy and procedures manual [Appendix 2] for when a call to DCF [Department of Children and Families] should be made).
- Do an S.O.S. to determine if this situation needs to be referred to a certified biblical counselor.

### **For giving hope**

- Ephesians 4:20-27 and 31-32, We can put off the old man, our motives/desires can change, and we can put on the new man. Believers are not stuck. They can change to be more Christ like.

### **A key passage**

- Proverbs 14:17, 29; 15:1, 18; 16:32; 17:1; 18:19; 19:11; 21:9; 22:24-25; 26:20-21; 29:22

### **Areas to explore**

- Who is being impacted by the anger?
- How is this hurting the person physically?

# Fear

These resources and principles would apply to issues like anxiety, panic attacks, fear of man, fear of witnessing and doubting salvation along with the numerous other things that humans can fear.

## Resources:

- *Help! I Can't Handle All These Trials*, Joel James
- *Help! I Have Panic Attacks*, Phillip DeCourcy
- *You Can Trust God*, Jerry Bridges
- Psalm 18 study ([fbcjax.com/biblicalcounseling/resources](http://fbcjax.com/biblicalcounseling/resources))

More in depth:

- *Running Scared*, Edward Welch
- *When People Are Big and God Is Small*, Edward Welch
- *Picture Perfect*, Amy Baker
- *Trusting God*, Jerry Bridges
- *Overcoming Fear, Worry and Anxiety*, Elyse Fitzpatrick

## Key Discipleship Concepts:

### Explore their heart

- What are their fears? How do these relate to what they love?
- Humans are prone to run to false refuges and fortresses when afraid. What are they running to as ways to deal with the pressures? These desires would reveal something about the treasures of their hearts.
- Is there an area of guilt in their inner person?

### Direct their thoughts

- Do a "google" search on what the Bible says about the fear the person is struggling with and have them memorize related passages of scripture.
- How could a bigger view of God, as seen in Isaiah 40—48, help alleviate their fears? Have them work on their thinking related to having a bigger view of God.
- How could Ephesians 1:3-23 help them with issues of security both now and for the future?

### Encourage their action

- First John 4:18 states that, "Perfect love casts out fear." This is in a context about assurance of salvation. The general principle is true as well. What loving, sacrificial actions would help overcome the fear?
- How could sacrificial love help guide their actions rather than fear?
- Memorize Jerry Bridges' definition of what it means to trust God: "Trust is not a passive state of mind. It is a vigorous act of the soul by which we choose to lay hold on the promises of God and cling to them despite the adversity that at times seeks to overwhelm us."

### General principles to keep in mind:

- Because of the fall in Genesis 3, humans struggle with all kinds of irrational fears that seem rational.
- Scripture speaks abundantly to the issue of fear.

- Because of desiring to escape the pressure, humans run to false escapes like drugs, sex, entertainment, and food.
- Sleep loss can lead to many irrational fears and hallucinations that people will argue are real. You must trust the nature of the Bible as being the living Word of God to speak to their soul even when you cannot reason with the person rationally. Encourage sleep and medical care.

### **Church policies to keep in mind**

- If there are legitimate fears related to domestic abuse, please read the church policy on steps to take.
- Please do an S.O.S. (Appendix 6) to determine if the situation needs to be referred to a certified biblical counselor.

### **For giving hope**

- Hebrews 13:5-6, Psalm 46, and other related Old Testament passages. The Lord promises to never leave us or forsake us.

### **A key passage**

- 1 John 4:18—Perfect love casts out fear. The context is about the security of salvation, but the general principle applies. Love is stronger than fear. Sacrificial love has motivated many people to overcome fears. Sacrificial love overcomes many sins (Romans 13:8-10).

### **Areas to explore**

- Sleep
- Their understanding of the gospel.
- What is their understanding of what it means to trust God?

## Dating/Romantic Relationships

These principles would apply not only to dating but also to pre-engagement discipleship or how to handle broken relationships.

### Resources

- *Help! I'm Confused about Dating*, Joel James
- *Help! I'm in a Conflict*, Ernie Baker
- *Help! I Can't Forgive*, Jim Newheiser
- *Help! My Teen Struggles with Same-Sex Attractions*, Ben Marshall
- *Help! My Kids Are Viewing Pornography*, Tim Challies

More in-depth:

- *Letters to a Romantic on Dating*, Sean Perron and Spencer Harmon
- *Letters to a Romantic on Engagement*, Sean Perron and Spencer Harmon
- *Marry Wisely, Marry Well, A Blueprint for Personal Preparation*, Ernie Baker
- *The Exemplary Husband*, Stuart Scott
- *Recovering Biblical Manhood and Womanhood*, John Piper and Wayne Grudem

### Key Discipleship Concepts:

#### Explore their heart

- Why do they think they "need" this dating relationship? What is going on in the "treasures" of their hearts?
- How will these desires in their hearts influence their relationships (for example, desires for control or desires for approval)?
- Why are they attracted to this person? (see chapter 3 of *Marry Wisely, Marry Well* for a discussion of a biblical view of attraction).
- If it is the drama of a broken relationship and they are bitter, explore why they won't forgive.

#### Direct their thinking

- Are they committed to sexual purity in their romantic relationships?
- Do they have a proper view of the opposite sex (for example, does the young man view women as an object to fulfill his desires)?
- Systematically work through the principles in *Letters to a Romantic on Dating* with them to influence their thinking.
- If this is pre-engagement discipleship, work through the principles in *Marry Wisely, Marry Well*.
- Are they committed to building their future marriage house wisely (Proverbs 24:3-4)? Help them with their thinking on what this would look like now.

#### Encourage their action

- Explore sexual purity, especially the use of pornography and set up accountability (filters, parental involvement, leader involvement) if this is an issue.
- Encourage them to be discussing issues with their parents.

- If the discipleship relates a broken relationship, consider using *Help! I'm in a Conflict* and material on reconciliation and forgiveness.
- Help them make commitments now of what actions they are committed to related to having godly romantic relationships. For example, "I will treat the person I am dating with respect and will not dishonor the individual sexually." Or, "I will not allow boys to take advantage of me sexually even if I strongly desire a romantic relationship."

### **General principles to keep in mind**

- Parents are the chief disciplers and in particular fathers (Ephesians 6:4).
- Biblical principles should guide our romantic relationships.
- Pornography and sexual impurity do great damage to future relationships, but there is great forgiveness in the Lord (Psalm 103:1-8).
- The type of forgiveness we are to practice is described in Matthew 18:21-35 and also Ephesians 4:31-32.

### **Church policies to keep in mind**

- Do an S.O.S. to determine if this needs to be referred to a certified biblical counselor (Appendix 6).
- Keep parents involved in the process since parents are the chief disciplers.
- If there are going to be regular meetings with a minor about life issues, then there needs to be an advocate present and permission from parents needs to be received (see, "Informed Consent Policy"). Our guideline is that we get informed consent after 3-4 regular meetings.

### **For giving hope**

- For those despairing that they do not have any romantic prospects Psalm 27:13-14 gives great hope and direction. In the context, David is confident by putting his hope in the Lord even when humans fail him or attack him.

### **A key passage**

- Proverbs 24:3-4 along with Proverbs 2. They need to start now in this romantic relationship to build their future marriage house wisely if they desire it to be secure and blessed by God. Wisdom is defined in Proverbs 2.

### **Areas to explore**

- What guidelines have parents or guardians given about dating?
- Are they honoring their parent's or guardian's guidelines?

# Anxiety

These resources and principles would apply to various scenarios like stress, sleep issues, panic attacks, and trusting God.

## Resources

- *A Small Book for the Anxious Heart*, Edward Welch
- *Help! I'm Anxious*, Phillip DeCourcy
- *Help! I Have Panic Attacks*, Lucy Ann Moll
- *Anxiety, Anatomy and Cure*, Robert Kelleman
- *You Can Trust God*, Jerry Bridges
- *Trusting God Bible study* ([fbcjax.com/biblicalcounseling/resources](http://fbcjax.com/biblicalcounseling/resources))

## More in depth

- *Overcoming Fear, Worry and Anxiety*, Elyse Fitzpatrick
- *Trusting God, Even When Life Hurts*, Jerry Bridges

## Key Discipleship Concepts

### Explore their heart

- What do their fears tell them about what they love? For example, if they fear failure, they probably love success. If they fear rejection, they probably love acceptance.

### Direct their thoughts

- Find out what their mind dwells on. Is it the future? Is it worry about relationships? After finding this out, then direct their thoughts toward biblical thinking in each of the areas.
- Most fears are unfounded. Help them think realistically about their fears and to live based upon truth instead of speculations.
- How could meditating on God never sleeping or slumbering help them not to feel a need to be on guard all the time (Isaiah 40:28-31)?
- How could Ephesians 1:3-14 help direct their thinking toward what is real instead of speculations about what may not be real? How could these verses help on thinking about what is certain versus uncertain?

### Encourage their action

- Memorize Jerry Bridges' definition of a life of trust: "Trust is not a passive state of mind. It is a vigorous act of the soul by which we choose to lay hold on the promises of God and cling to them despite the adversity that at times seeks to overwhelms us."
- Read the "You Can Trust God" booklet and have them write 2 or 3 sentences how the principles in the booklet could help with their anxiety.
- Have them answer the question, "If I took seriously what is written in the booklet, what would I need to do in my life?"
- Work through the Help booklet on anxiety (*Help! I'm Anxious*) and have them answer the questions in the back.
- What scriptures could they memorize that directly address their specific worries/concerns?
- Like the psalmists, have them write out their own prayer expressing their fears and anxieties.



## **General principles to keep in mind**

- The Greek word for anxious literally means “to tear apart.” Remember that anxiety is very detrimental to their health.
- Everyone must decide what is going to define their reality. Will life circumstances define reality and their identity or objective truth from scripture?
- A bigger view of the God of the Bible, the God of the universe that leads to worship, is the remedy to many soul issues.
- Humans have the tendency to run to false refuges as escapes to deal with life.

## **Church policies to keep in mind**

- Do an S.O.S. to determine if the situation needs to be referred to a certified biblical counselor (Appendix 6).
- Please review the church policy manual on how to do a suicide risk assessment.
- It would be good to have at least a brief knowledge of what the “Baker Act” is in Florida.

## **For giving hope**

- Philippians 4:6-8—We can be at peace as we learn to vigorously pray and cast our burdens on the Lord who is the Great Shepherd who cares for us. The context of this classic passage about anxiety is church conflict. As you know, there is really nothing like church conflict to cause anxiety!
- First Peter 5:7—This is a wonderfully reassuring verse about how much the Lord cares for us and the things that cause anxiety.

## **A key passage**

- Isaiah 26:3-5—During the time of the writing of Isaiah, the people of God were going through intense suffering, but there is a promise that they can be in “perfect peace” if they discipline their minds to trust in God who is worthy of their hope.

## **Areas to explore**

- How is the anxiety impacting them physically?
- How are they sleeping?
- Have they been to their family doctor to have bloodwork done?
- Are they running to sinful escapes to deal with the pressures of life?

## **Appendices**

1. Biblical One Anothers
2. Condensed Counseling Policy and Procedures (with intro letter from Dr. Ernie Baker)
3. Suicide Threat/Assessment Questions
4. Child Abuse Policy (with Child Abuse Reporting Number)
5. Pyramid of Care
6. SOS – Rubric for Determining Level of Care
7. 3 Trees Diagram
8. Drawing Out the Purposes of the Heart Questions
9. Box Diagram

## **Appendix 1**

### **Biblical One Anothers**

1. Abound (increase) in love to one another (1 Thessalonians 3:12)
2. Admonish (instruct) one another (Romans 15:14)
3. Be affectioned (devoted) to one another with brotherly love (Romans 12:10)
4. Be at peace with one another (Mark 9:50; 1 Thessalonians 5:13)
5. Be devoted to one another with brotherly love (Romans 12:10)
6. Be hospitable to one another (1 Peter 4:9)
7. Be humble towards one another (1 Peter 5:5)
8. Be kind to one another (Ephesians 4:32)
9. Be likeminded one toward another (Romans 15:5; 1 Thessalonians 5:15)
10. Be of the same mind one toward another (Romans 12:16)
11. Be subject to one another (1 Peter 5:5)
12. Bear one another's burdens (Galatians 6:2)
13. Bear with (forbear) one another in love (Ephesians 4:2; Colossians 3:13)
14. Care for one another (1 Corinthians 12:25)
15. Comfort one another (1 Thessalonians 5:11)
16. Confess your faults to one another (James 5:16)
17. Do not bite and devour one another (Galatians 5:15)
18. Do not complain (grumble) against one another (James 5:9)
19. Do not defraud (deprive) one another (1 Corinthians 7:7)
20. Do not envy one another (Galatians 5:26)
21. Do not judge one another (Romans 14:13)
22. Do not lie to one another (Colossians 3:9)
23. Do not provoke one another (Galatians 5:26)
24. Do not speak evil of one another (James 4:1)
25. Edify (build up) one another (Romans 14:19)
26. Encourage one another (1 Thessalonians 5:11)
27. Encourage one another in love and good deeds (Hebrews 10:24)
28. Esteem (consider more important) one another (Philippians 2:3)
29. Forgive one another (Ephesians 4:32; Colossians 3:13)
30. Greet one another with a holy kiss (Romans 16:16; 1 Corinthians 16:20; 2 Corinthians 13:12; 1 Peter 5:14)
31. Have fellowship with one another (1 John 1:7)
32. Have the same care one for another (1 Corinthians 12:25)
33. Love one another (John 13:34, 35; 15:12, 17; Romans 13:8; 1 Thessalonians 4:9; 1 Peter 1:22; 1 John 3:11, 23; 4:7, 11, 12; 2 John 5)
34. Pray for one another (James 5:16)
35. Prefer one another, in honor (Romans 12:10)
36. Receive (welcome) one another (Romans 15:7)
37. Serve one another (by love) (Galatians 5:13; 1 Peter 4:10)
38. Speak truth to one another (Ephesians 4:25)
39. Submit to one another (Ephesians 5:21)
40. Teach and admonish one another (Colossians 3:16)
41. Wait (tarry) one for another (1 Corinthians 11:33)
42. Wash one another's feet (John 13:14)

## **Appendix 2**

### **Condensed Policy and Procedure Manual**

#### **Letter of Introduction from Dr. Ernie Baker**

*We are thankful for your ministry here at First Baptist! You are crucial to our mission of "Reaching all of Jacksonville with all of Jesus for all of Life." To accomplish this God-given mission, we desire to do ministry in an excellent way for the glory of the Lord. We also need a unified, biblical approach to various issues that we may encounter from time to time. We are living in days that are exciting for ministry but also present challenging issues; therefore, we need well thought-out policies and procedures. These policies and procedures are condensed from our full policies and procedures manual that is available from any ministry staff member. Please read these and let us know if you have questions. Again, thank you for your investment in the Lord's flock.*

*Dr. Ernie Baker  
Pastor of Counseling & Discipleship*

#### **Condensed Policies and Procedures** **(taken from First Baptist Church's Policy and Procedures Manual)**

##### **Qualifications for Formal Counseling**

Level 3 (Corrective) or 4 (Intensive) counseling at First Baptist occurs at or is arranged through the Counseling Ministry. Counselors must be ACBC certified, be Counseling Ministry approved and meet the qualifications required (2 Timothy 2:15; Ezra 7:10) to instruct others (Romans 15:14; Colossians 3:16-17; 2 Timothy 2:24-26). Formal counseling requires completed forms (*Personal Data Inventory* and *Informed Consent Agreement*) from counselees.

Counseling is defined as corrective or intensive discipleship that helps fulfill the Great Commission. Formal counseling takes the counselee out of the normal discipleship stream while life issues that are hindering the counselee from functioning properly are dealt with.

Discipleship is defined as intentional or directive relationships designed to help the believer grow in Christ-likeness as a worshiper and to equip him for ministry (Ephesians 4:12; 2 Timothy 2:2). Informal discipleship conversations (Levels 1 or 2 issues) may transition into formal counseling. These more specific issues may require help from a trained biblical counselor. To determine whether issues are discipleship issues or counseling issues an "SOS" should be completed (see Appendix 6, Rubric for Determining Level Care).

##### **Counseling Confidentiality and Files**

Proverbs 11:13 says, "Whoever goes about slandering reveals secrets, but he who is trustworthy in spirit keeps a thing covered." First Baptist counselors are to be trustworthy with private matters and are responsible with the counseling files and personal information of the counselee. Confidentiality means not sharing personal information of the counselee unless biblically necessary to do so (Proverbs 11:14; 15:22; 24:6). Information is shared with others only on a "need to know basis." Biblical counseling at the Counseling Ministry is done under the authority and responsibility of First Baptist pastors, therefore the counselee's pastor or ministry leader may "need to know" information. The Counseling Ministry counselors commit to keeping files in a secure place, to treating the

information as if it were their own personal details, and to returning Counseling Ministry files to the administrator promptly upon the conclusion of counseling (Matthew 7:12). Files of counseling cases that are not Counseling Ministry counselees must be kept securely in the various areas of ministry.

### **Informed Consent Agreement**

The *Informed Consent Agreement* is a signed document between the counselor, First Baptist, and the counselee. It is a commitment between the counselor and counselee to biblical confidentiality, explains church discipline, clarifies the credentials of the counselor and explains participation in the counseling process. This provides protection and accountability for all parties. The signed *Informed Consent Agreement* is required in the application for formal counseling at First Baptist. It is crucial for all disciplers, decision counselors, jail visitation teams, Sunday School teachers, ministry staff and the Counseling Ministry staff to understand when to get informed consent. See Appendix C for a sample Informed Consent Agreement.

### **Advocates at The Counseling Ministry**

From time to time it may be determined that an advocate is needed for a counselee. This is true if the counselee is a minor because it is our policy that two adults should be present in keeping with our "Protect My Ministry" procedures. In addition, it may be determined that an advocate is needed for the benefit of a counselee who is a First Baptist attender. This advocate can serve as an encourager and provide accountability in certain cases (Galatians 6:1-3). This can also serve to help others receive training in Biblical Counseling.

Because the Bible tells us to be dedicated to a local church body (Hebrews 10:25), if the counselees are not attenders of First Baptist, they will be asked to provide an advocate from their church. An advocate provides for the counselee's ongoing care and discipleship in support of the formal counseling. This helps to foster relationships within their specific community of which they are in covenant membership. In addition, this helps train others in how to do biblical counseling. Advocates are to help bear one another's burdens in providing accountability for the counselees (Galatians 6:2).

### **Non-Member/Non Attender Counseling Requests**

The local church is the primary means for all ministry of the Word, including counseling and discipleship as a form of shepherding (Matthew 16:18-20, 18:15-20; Romans 15:14; 1 Peter 2:1-12; Revelation 19:6-10). This reality is why the Counseling Ministry requires counselees not attenders of First Baptist to be accompanied by an advocate (their pastor or church-appointed advocate) if they profess to be followers of Christ, as explained above.

### **Counseling Ministry, Co-Shepherding and Other First Baptist Ministry Staff**

Because of our desire to shepherd the flock in unity as a team and to provide the best pastoral care possible, when a First Baptist attender becomes a counselee at the Counseling Ministry, we will inform his or her ministry staff member (Ephesians 4:1-3; 1 Peter 5:1-4).

The pastor is an overseer and shepherd of the local church (Titus 1:7). Therefore, it is the desire of the Counseling Ministry counselors to communicate thoroughly and work supportively with all First Baptist pastors. The Counseling Ministry *Informed Consent Agreement* permits communication between the Counseling Ministry counselor, the First Baptist pastor and the counselee's direct ministry leader.

## **Counseling the Opposite Gender**

First Baptist seeks to provide same-gender counseling as a goal. No male counselor or First Baptist male staff member is allowed to counsel alone with a female (Titus 1:6-8). When a male counselor is assigned a female counselee, it is mandatory for a female observer or advocate to be present at every session. Likewise, female counselors should seek to avoid counseling men as we desire for men to teach and demonstrate godly leadership to other men (1 Timothy 2:12). When there are emergency crises where a female counselor must give counsel to a male counselee, the female counselor must only do so with the permission of the Pastor of Counseling, the Senior Pastor or Associate Pastor (1 Timothy 3:1).

## **Counseling Minors**

First Baptist loves families, honors parental authority and believes parents are to be the chief disciplers of their children (Ephesians 6:1-4; Proverbs 1:8). Therefore, parents or legal guardians are required to be involved in the counseling process with any children under the age of 18. Parents may be asked to participate in a variety of ways including attending sessions, doing homework, and providing accountability for their child. A required parental "consent to counsel" signature is included in the Informed Consent Agreement form for parents to sign. Children are never counseled alone. When counseling minors, two parties are required to be in the room. This is for compliance to our "Protect My Ministry" policies.

## **Counseling Resources**

The Counseling Ministry exists to serve the entire body of First Baptist. Therefore, the Counseling Ministry provides biblical resources for care and counseling. Our counseling staff is available to suggest helpful resources for particular areas and to provide wisdom as counselors grow in their understanding of counseling problems (2 Timothy 4:3-4). Because we desire to be teaching according to God's Word and because of the abundance of differing counseling theories, it is required for the staff of the Counseling Ministry and First Baptist to use the resources provided and affirmed by the Counseling Ministry staff counselors or the senior leadership of the church. These resources are typically available through the Counseling Ministry at cost. Counselees are responsible for this purchase unless they are financially unable to do so.

## **Church Discipline**

First Baptist and the Counseling Ministry desire to preserve the honor of God's name (1 Corinthians 5:1-5), to keep the unity of the church (Ephesians 4:1-3), and to restore fallen brothers and sisters (Matthew 5:23-24; 18:15-17; Galatians 6:1-2). Because we live in a fallen world with other fallen people, counselees may resist biblical change and refuse to repent. All First Baptist counselors lovingly pursue these individuals in the spirit of meekness with the goal of restoration (Galatians 6:1-3). Matthew 18:15-20 requires offended people first to deal individually with those in sin. If the offenders prove to be unresponsive to correction, one or two other Christians will address the matter in love, asking the unrepentant offenders to turn from their sin to Christ and righteousness. If the offender is still unrepentant, the situation should be documented (1 Corinthians 14:40) and referred to the Associate Pastor, who will consult with the Senior Pastor, who will create a plan to follow the guidelines of Matthew 18 in the particular context.

These pastors determine whether or not mediation is needed or the involvement of the Member Care and Restoration Committee. The goal for an unrepentant counselee is always restoration. If the counselee being pursued is a female, then a female counselor should be involved in the process.

## **Domestic Violence and Marriage Separation**

First Baptist and the Counseling Ministry have compassion on those who live in abusive conditions. Because the gospel is described with words like grace, mercy, and sacrificial love, domestic violence attacks the very essence of a Christian home. In addition, vows like “to love and to cherish, to have and to hold” were promised at marriage; therefore, abuse is a violation of those vows.

We believe though that God designed marriage to be a covenant relationship that reflects the loving relationship of Christ and His Church (Malachi 2:14; Ephesians 5:22-33). A marriage covenant can be defined as a sealed commitment to live in allegiance to one another for a lifetime.

It is our deep desire therefore to fight for marriages and to urge couples to keep their marriage covenants, even if there has been grievous sin. But, temporary separation for safety could be advised for physical violence (Acts 8:1; 11:19). While safety is of utmost importance, even the most difficult marriage situations can be redeemed with the help of God’s Word, His Spirit and the support of a loving church family (Psalm 19:7-11; Ephesians 1:19; 3:20-21). Abusive people can repent by putting off the old man, being renewed in the spirit of their minds and by putting on a new man.

Reporting abuse: It is crucial that consent to report be obtained from the abused party before reporting since it is considered unethical to report abuse in the State of Florida without the consent of the abused. If there is imminent danger (see #16), 911 should be called even without informed consent. Keeping the above in mind, we lean toward reporting and urging abused parties to report.

While we believe that we can be sinned against grievously by the way others speak to us, we must be careful to gather much information when a counselee says he or she is being “verbally” or “emotionally” abused. These must be handled on a case-by-case basis and require wisdom. The pastor over that area of ministry and possibly the Pastor of Counseling should be consulted before counseling separation.

If there is uncertainty about how to proceed with any report of abuse, please convene a “counsel of three,” two of which must be ministry staff members to consult with one another and make a decision. This typically could be the pastor over that area of ministry, the Pastor of Counseling and one other ministry staff member or lay counselor.

Domestic abuse against a “vulnerable adult” (anyone 18 years of age or older who is incapable of caring for him or herself or in a weakened condition) is a mandatory reporting issue (See (<http://leg.state.fl.us/Statutes>)). Clear physical abuse must be reported to the Pastor of Counseling and Discipleship or the pastor over that area of ministry to help determine the best course of action within the church. Our utmost desire is to glorify God by protecting the vulnerable members of the flock.

## **Defining Caregivers and Training Terminology:**

It is important to define this terminology so we use terms consistently throughout the ministry and so expectations are defined.

**Advocate**—An individual who attends counseling with a counselee as spiritual support or to serve as a second adult when a minor is being counseled.



**Counsel of Three**—A group of ministry staff who are called upon to make a decision in a counseling situation when it is unclear how to proceed. A lay counselor may also be involved in the situation, but ministry staff must also be involved (usually the Pastor of Counseling and the pastor over the area of ministry being effected).

**Decision Counselor**—An individual who has completed the necessary specialized training, in addition to the “Genuine Care” training, and who meets after the services with those who respond.

**Discipler**—An individual who provides Level 1 care. All listed in the triangle model as Level 1 caregivers.

**First Baptist Counselor**—An individual who is ACBC certified or, with rare exception, approved to counsel because of advanced training (for example, has an advanced degree in biblical counseling).

**“Genuine Care” Training**—12 weeks of basic training that all listed as Level 1 caregivers receive.

**Counseling Ministry Counselor**—An individual who is a Level 1 or 2 member of ACBC and does at least ten hours of continuing education yearly (ACBC specializations count as continuing education).

**Marriage Mentors**—Couples who have completed the necessary specialized training, in addition to “Genuine Care” training, who serve as a first responder for marriage triage, and who can walk alongside of a newly married couple for the first year of their marriage.

**Mediator**—An individual who has attended the School of Mediation and has been approved by the Pastor of Counseling and Discipleship to lead mediations.

**Small Group Leader**—An individual who has been through the specialized necessary training in his/her area of service, in addition to the 12 weeks of “Genuine Care” training, and works with a Sunday School class, Life group, etc.

**Model Counselor**—A certified counselor who has been approved to be observed by those completing the ten hours of observation for ACBC certification.

**Observer**—An individual who is completing observation hours for Phase One training.

**Pastor**—Ordained members of the staff.

**Phase One**—This is the entry level training for ACBC certification (ACBC calls this Fundamentals training). Our version of this training requires 36 hours of training and a personal growth project, in addition to ACBC’s other requirements (see [biblicalcounseling.com/certification/](http://biblicalcounseling.com/certification/) for more information).

**Phase Two**—This is the exam level of training for ACBC certification.

**Phase Three**—This level involves at least 50 counseling sessions mentored by an ACBC Fellow.

**Specialized Training**—training provided in specific areas of service.



## **Level 1 Spiritual friendship/Intentional discipleship** (informal “counseling”)

*Characteristics:* Normal temptations, slight marriage tensions, mild stress

All members of the flock should be in these relationships. There is no category for a member not being in the “discipleship stream.”

*Caregiver:* Sunday School teacher; small group leader; decision counselor; Upward coaches; FBA teachers; camp counselors; small group leader; decision counselors; Prison Ministry volunteers; Ministers of the Day; Deacons.

*Required training:* 12 weeks of Genuine Care training, plus specialized training in their area of service, or Phase One training (Biblical Care and Discipleship).

## **Level 2 Directive discipleship or purposeful care for suffering** (can become formal counseling; Informed Consent Agreement possibly obtained)

*Characteristics:* distressed but functioning, more complex issues, more tension in relationships, more elevated concern, becomes consistent meeting about a life issue, significant suffering.

*Caregivers:* ACBC certified counselors or mediators; possibly those who have shown seriousness about completing the ACBC process; Deacons.

*Required training:* At a minimum completion of Phase 1 ACBC training; pursuing phases 2 or 3 is encouraged. For mediations, completion of The School of Mediation

## **Level 3 Corrective counseling** (formal counseling, Informed Consent Agreement obtained)

*Characteristics:* all of the above, a crisis will occur if issues are not dealt with, distressed and not functioning well, elevated emotions, broken relationships, life dominating issue, not teachable or moderately teachable, unconfessed sin.

*Caregivers:* Pastors and female ministry staff; certified counselors; maybe Counseling Ministry counselors; mediators; Deacons; Member Care and Restoration Committee members.

*Required training:* ACBC certification and possible School of Mediation training for mediation cases

## **Level 4 Intensive** (Informed Consent Agreement needed)

*Characteristics:* Crisis; broken relationships; life dominating sin; emotions out of control; not teachable; defensive; possibly isolated; possible church discipline if there is no repentance.

*Caregivers:* Counseling Ministry counselors; some approved pastors who meet Counseling Ministry qualifications, mediators; Deacon Member Care and Restoration Committee.

*Required training:* ACBC certification and working on specializations, School of Mediation training for those who lead mediations.

### **Appendix 3**

## **Suicide Threat/Assessment Questions**

#### **1. THREAT OF SUICIDE**

- a. Is the threat an old or new idea? When was it first mentioned?
- b. Has the counselee ever attempted suicide before?
- c. Does the counselee have a plan for how and when? Ask questions calmly. You will not plant ideas by asking questions.
- d. Does the counselee have the means to carry out his plan?
- e. What complicating issues are present (serious illness, divorce, pending legal action)?

#### **2. THREAT OF HARM TO OTHERS**

- a. Has the counselee threatened a specific person or target?
- b. Is the threat believable? You should consider if the threat is specific or vague. Does the counselee have a history of threats or violent behavior?

## Appendix 4

### Child Abuse Policy

#### **Staff and Volunteer Protected Minors Policy**

First Baptist Church takes seriously the responsibility to protect and serve both our children and the adults that care for them. Children are a gift from the Lord (Psalm 127:3), and each one is individually formed by God's hand (Psalm 139:13-16) making them unique and precious. The Bible teaches plainly that we are to protect the weak (Psalm 82:3). The age and innocence of children makes them vulnerable, which makes it crucial they are protected.

It is also our responsibility to protect those who are volunteering to care for children. Misunderstandings and false allegations can cause irreparable damage to the reputation of the volunteer and the ministry of First Baptist Church. In this environment, it is imperative that we take every precaution, so that we can continue to care for children and teach them about Jesus with the trust of both parents and the community.

The policies outlined below flow from these commitments:

#### **What We Require:**

##### **5 Step Process**

(For all monthly and weekly volunteers and staff)

1. **Vetting with Department Staff.** Potential volunteers must be evaluated and approved by church staff.
2. **A Ministry Volunteer Application.** Each potential volunteer is required to submit a ministry volunteer application in the ministry area of their choice before they can be considered for service. Once the application is complete, an interview will be scheduled with the Ministry Staff Leader.
3. **Interview with the Ministry Staff Leader**
  - a. The Ministry Staff Leader meets with potential volunteers to review or learn the following:
    - i. Personal testimony of salvation
    - ii. Level of current church involvement
    - iii. Relevant past experience
    - iv. Reasons for desire to work with children or youth
    - v. Review of general agreement with First Baptist's doctrine and ministry philosophies
    - vi. Review requirements, expectations, and/or covenants
4. **Criminal Background Check and Personal Reference Check**
  - a. Potential volunteers must give consent to First Baptist to perform a nationwide background check.
    - i. The scope and depth of screening will include:
      - a) SSN Verification and Address History
      - b) National Criminal Database Search
      - c) National Sex Offender Search
      - d) Re-verification of criminal records
      - e) Alias names
  - b. Criminal background checks are re-submitted upon request. Background checks are issued every three years.
  - c. **SPECIAL EVENTS:** A criminal background check with personal references will be done on all volunteers 18 years or older who wish to volunteer for special events, such as: Vacation Bible School, Passion Play, or any other special event they will be volunteering with children or youth.

- d. In addition to a criminal background check, personal references are checked. A representative from the First Baptist Children's Ministry will contact the potential In addition to a criminal background check, personal references are checked. A representative from the First Baptist Children's Ministry will contact the potential In In a

5. **Membership Requirement**

- a. Anyone volunteering at First Baptist must be a member in good standing.
- b. Anyone desiring to volunteer in the supervision of minors must be an active member for at least six months before they begin.

**Ongoing Training/Expectations:**

- 1. **Abuse Awareness Training.** All staff and volunteers at First Baptist will complete the child protection training provided by the church. This training will be sent to their email address so that they can complete this training on their computer or mobile device. Their score and completion will be documented.
- 2. **Appropriate physical contact.** No one should ever feel uncomfortable in the way they are being touched. Appropriate touching means offering a gentle touch on the shoulders, hands, arms, or head. Inappropriate touching would include kissing, demanding kisses or hugs, touching of the chest, waist, stomach, bottom, or private areas, or any physical contact that feels uncomfortable or violating. Toddlers and older children should never be allowed to sit in your lap, covering your private area. Instead, have a child sit beside you.
- 3. **Responding to inappropriate or suspicious behavior.**
  - a. It is our policy at First Baptist to report responsibly any reasonable suspicion of abuse for the protection of minors. Your obligation is to inform your superior at the church, and, either together with them, or independently of them, to call the appropriate government authorities, which in this context is JSO or the Florida Department of Children and Families abuse hotline (their information is provided below).
    - i. In addition, each instance of suspected abuse must have a minimum of three staff member notifications. The following three staff members must be notified:
      - 1. The supervisor for the area of ministry that you are serving with
      - 2. The Associate Pastor of First Baptist
      - 3. The security supervisor on duty or the Director of Security
    - ii. All three of these staff members will properly record the inappropriate or suspicious behavior on a written form. The three forms will be filed with the office of the Associate Pastor and the office of First Baptist Security.
    - iii. If the inappropriate or suspicious behavior is in regards to one of the three staff members listed, then please report to their immediate supervisor instead.
    - iv. In situations where there is not necessarily "inappropriate" or "suspicious" behavior but there is, nonetheless, a concern expressed by staff members, that information and a summary of the concern must still be documented and given to the office of the Associate Pastor.
  - b. To contact the central Florida abuse hotline: Phone: 1-800-962-2873 (24 hours/7 days)
  - c. **If the child or vulnerable adult is in immediate danger, call 911.**
  - d. No staff or volunteer is permitted to make any comments to any media outlet about any actual or alleged behavior. If a staff person or member receives any request from the media, they should refer that request to the Office of the Senior Pastor. Likewise, the information contained within any report regarding concerns, suspicions or incidents is to be kept strictly confidential and shall not be discussed outside the circle of individuals directly involved with reporting or officially investigating those reports.

4. **Supervision Guidelines:** The following guidelines are designed to reduce isolation, increase accountability, and reduce the disparity of power between a worker and a child in our program. We expect all children/youth workers to follow the supervision policies we have in place to accomplish these goals.

**a. Keep children within your sight**

- i. Children should not be left unattended for any length of time.
- ii. In the case of an emergency, call for additional help. In the preschool ministry, you can use the intercom system. In elementary ministry you can call on the director, staff members, or other classroom workers to help.

**b. Two Adult Rule**

- i. At least two adult workers must supervise each room, vehicle or enclosed space for an activity involving children and youth during church activities, even if only one or two children need supervision.
- ii. One adult is never to be left alone with one minor.
- iii. A husband and wife or related adults working the same room will be considered as one adult.
- iv. The adult assigned primary responsibility for supervision must be at least five years older than the oldest minor child present.

**c. Viewing with windows or open doors**

- i. All reasonable effort will be made to place children and youth in rooms with windows or open doors.
- ii. At no time will an adult meet with a child alone in any room.

**d. Watch for inappropriate physical behavior between children or youth**

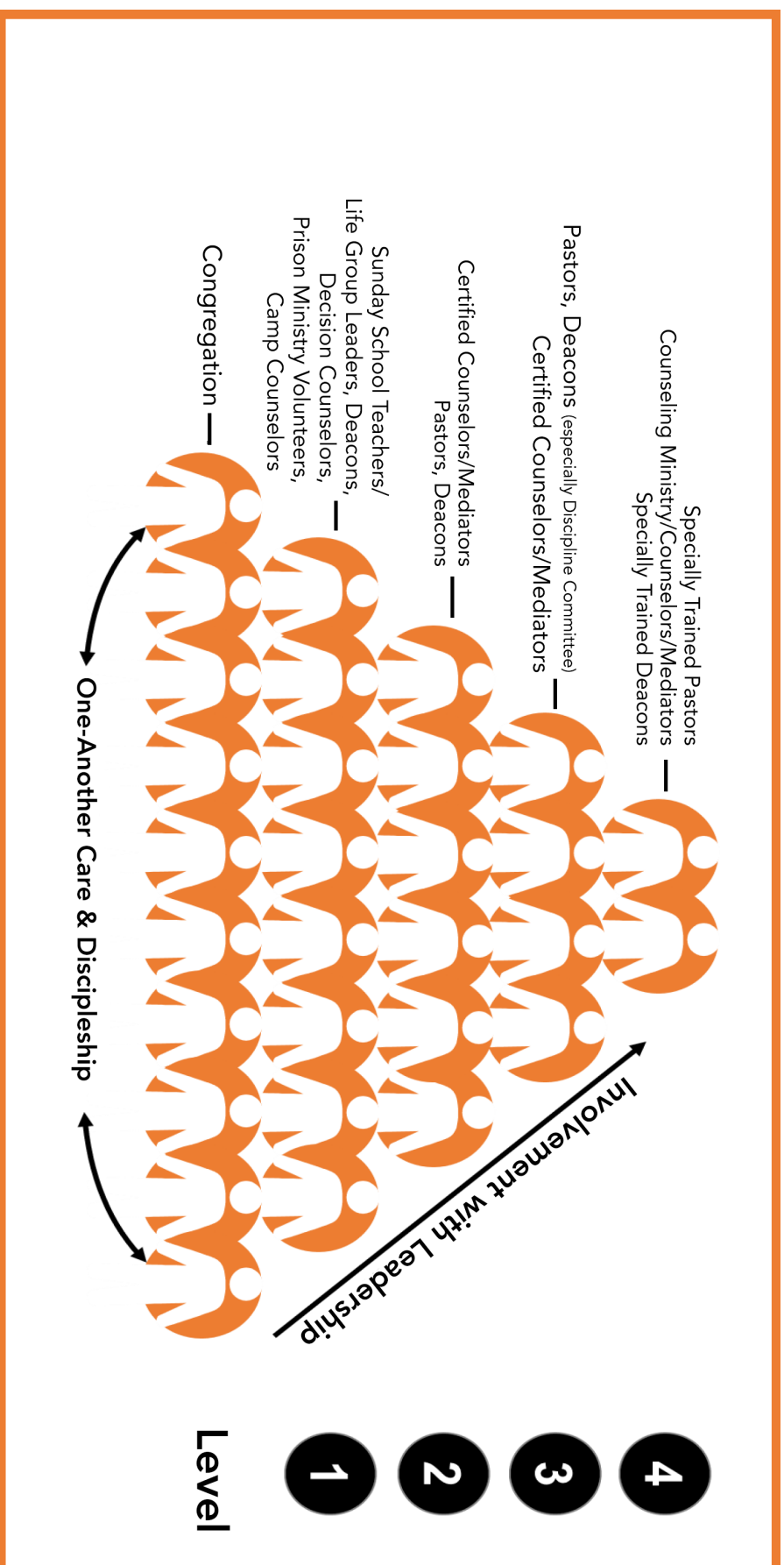
- i. See "Appropriate Physical Contact" above in section 2.
- ii. If you see inappropriate behavior between children or youth, remind them of what is appropriate behavior, then redirect their behavior.

**Child Abuse Reporting Number**

Immediately (within 24 hours for child abuse) after there is reasonable cause to believe that abuse occurred, via any of the following methods:

- Child abuse: Phone: 1-855-422-4453 (24 hours/7 days)

## Appendix 5 Pyramid of Care



## Appendix 6

### SOS – Rubric for Determining Level of Care

#### Knowing Someone's SOA

	1	5	10
<b>Severity</b>	Wisdom Issue Mild Stress Everyday Problems	Moderate Conflict Distressed but Functional More Complex Issues	Crisis Stronghold Sin Significant Suffering
<b>Ownership</b>	Repentant Open Highly Teachable	Sees Sin Makes Excuses Moderately Teachable	Blameshifts Defensive Denial - Not Teachable
<b>Support</b>	Close to Family Intimate & Accountable Vulnerable in Small Groups	Some Family Support Few Friends Somewhat Open in Small Groups	Estranged from Family No Friends Isolated - Not in Small Groups

#### Scores-

To find the right score, add your severity, ownership, and support scores together.

The following ranges will help you decide what to do next. Remember, you need to adjust responses on a case-by-case basis.

- 3 - 15 Care for in the group; possible consult someone (level 1 or 2)
- 16 - 24 Consult; possibly pastor over ministry for formal counseling (Level 2 or 3)
- 25 - 30 Refer to Pastor or the counseling ministry for formal counseling (Level 3 or 4)

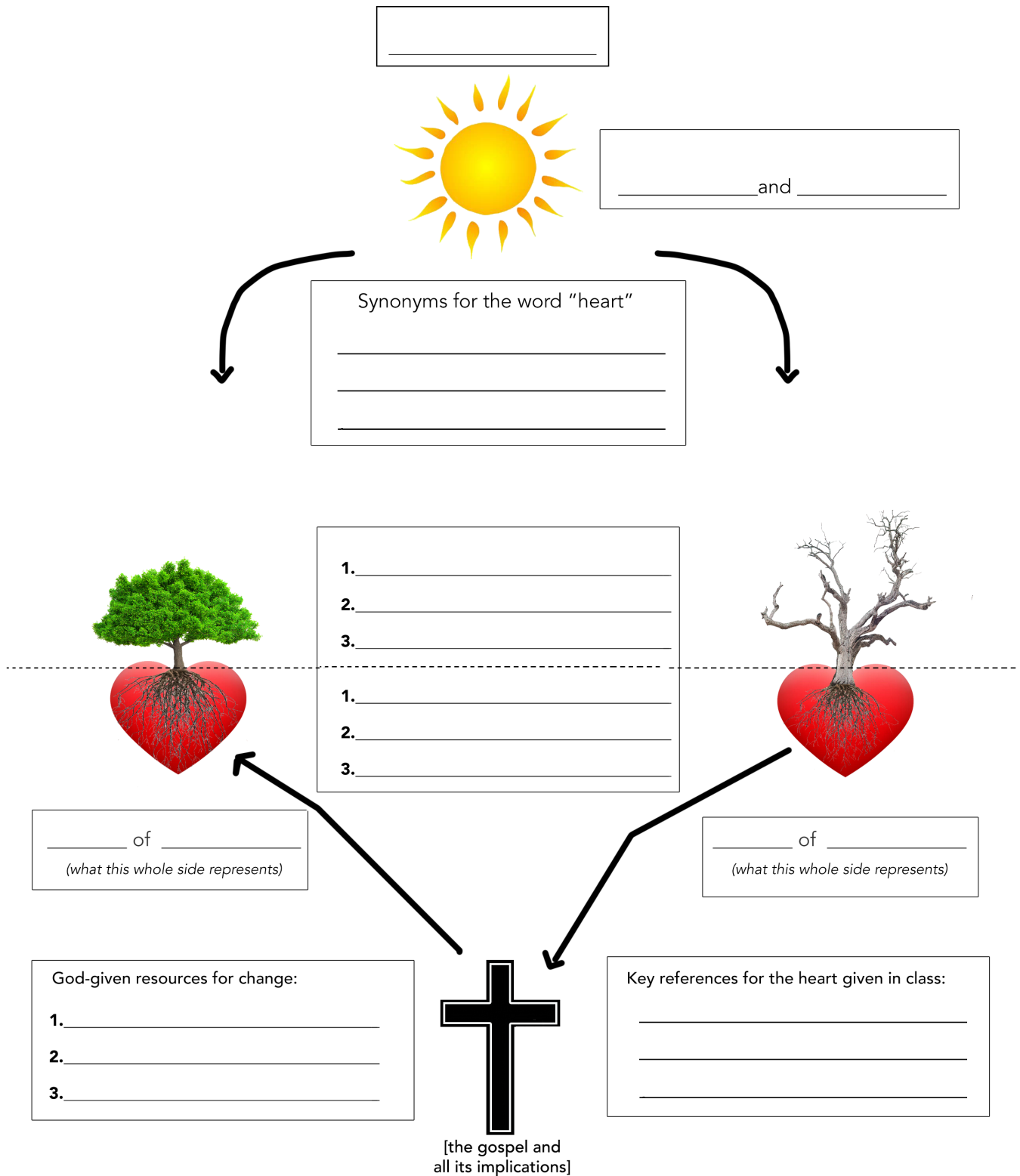
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For detailed definitions of the four levels (1.2.3 and 4), see page 57.

#### The SOS Total

1. It is a guideline, it takes discernment and practice.
2. Do not tell people you must do an SOS on them first.
3. Does not have to be an exact number, give a range.

## Appendix 7 Three Trees Diagram





## Appendix 8

### Drawing out the Purposes of the Heart

*"The purposes of a man's heart are deep waters, but a man of understanding draws them out." Prov. 20:5*

Instructions: The Scriptures give us many windows into the heart and what functionally rules it. Here are a few examples. These questions are meant to help you examine personal heart themes of thought, motive, and desire so that you can begin to understand the true treasures of your heart. They will also help you to begin to see how these desires have shaped the way you have responded to God, others, and the situations of life.

Please answer the questions as thoroughly as possible. A paragraph on each question would be ideal. Throw in some illustrations of how this is true in your life. We will be looking for themes and patterns that define your heart tendencies. You will find it to be a liberating experience as the Lord helps you understand your heart and helps you to grow.

1. When do you tend to experience fear, worry, or anxiety (Matthew 6:19-34)?
2. Where have you struggled with disappointment (Proverbs 13:12, 19)?
3. In what situations do you struggle with anger (James 4:1, 2; Proverbs 11:23)?
4. Where do you encounter problems in relationships (James 4:1-10)?
5. What are the situations of life that you find particularly difficult (1 Corinthians 10:13-14)?
6. What things do you find yourself seeking to avoid?
7. Where have you experienced regular problems in your relationship to the Lord?
8. In what situations do you tend to doubt the truths of Scripture?
9. What is a good relationship? What do you expect of others?
10. In what type of situations do you struggle with bitterness?
11. Where have you struggled with regret, being tempted to say, "If only..."?
12. In what experiences from the past do you have a hard time of letting go?
13. Where do you tend to struggle with envy? What do you find yourself wanting that others have and you don't?
14. Whose opinion really matters to you?

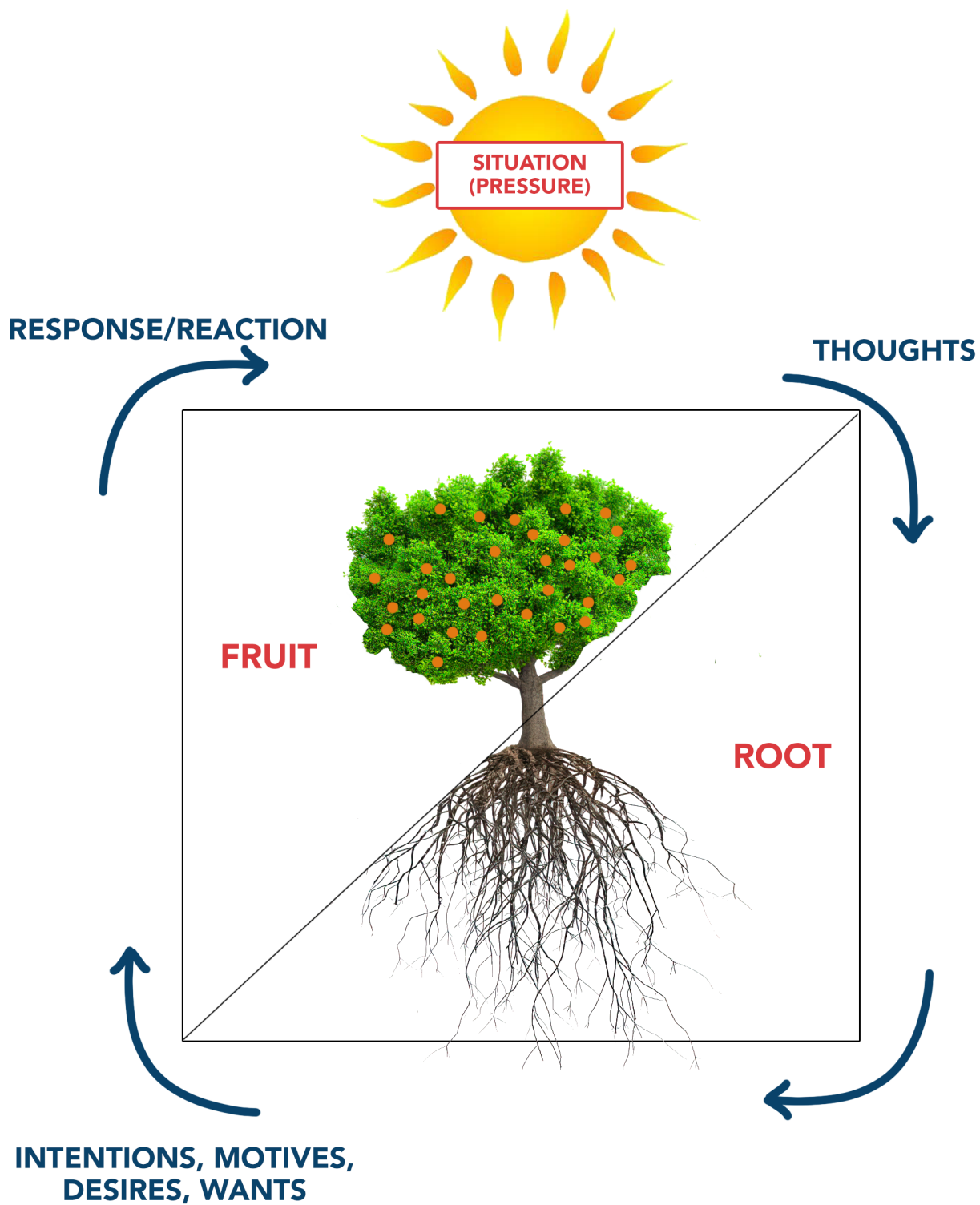
#### Fill in the blanks:

Life would be all right if \_\_\_\_\_?

I really wish I had \_\_\_\_\_?

I need \_\_\_\_\_?

## Appendix 9 The Box Diagram







**FIRST BAPTIST CHURCH**  
JACKSONVILLE