

VISITATION AND SCHEDULING ARRANGEMENT

Steps If A Case Is Assigned by HLC

1. HLC will contact the PVG Coordinator (PVGC) with a hospital visitation request.
2. The PVGC or PVG Coordinator Assistant(s) (PVGCA) will contact Keyman with pertinent case information.
3. The Keymen will then search for 2 available PVG Brother(s) for the visit(s).
4. The Keymen will create a group text for coordination and updates, and a means **to notify HLC if they are needed.** The Keymen will provide the case information to the PVG brother(s) for visitation. The following brothers will be included in the group text during **all communications**:
 - a. Both assigned PVG brothers
 - b. PVGC (Winston Velasquez)
 - c. PVGCAs (Matt Wilely & Kalo Fortman)
 - d. Keyman Assistant
 - e. Assigned HLC brother to the hospital
 - f. HLC brothers Assigned to the Case
5. After each visit, the assigned PVG brothers will report the visit on the PVG/HLC website and make those involved watchers. (HLC Members assigned to that hospital). Input the following information but not limited to:
 - a. Status of patient
 - b. HLC needed or not
 - c. DPA in order/file
 - d. Projected duration of stay
 - e. Observation: Spiritual condition, Congregation, Family and Hospital support
 - f. Spiritual threats from unbelieving family members
6. **After each visit**, the Keymen will determine if additional visits are needed based on the group text or website report provided by the PVG brother(s). If additional visits are needed by different PVG brother(s), repeat Steps No. 4 and 5.
7. If there is no available PVG brother(s) within the Zone for hospital visitation, the Keymen will immediately inform the PVG Coordinator. The Coordinator will communicate with other Zones for assistance. Then, the other Zone Keyman will oversee that specific case.

8. If a publisher is transferring to another hospital out of the zone or Oakland HLC territory repeat step 3. PVGC or PVGCA will communicate with other zone keymen or other HLC for continued support.

Steps For Potential Cases from PVG Member or Publisher

1. PVG brothers remain alert for publishers admitted to any hospital or **nursing/care facilities**.
2. Gather information:
 - a. If a publisher is found in a hospital/facility:
 - i. **Ask the publisher if they would like a visit from a PVG or HLC brother** (explain the roles and provisions)
 - ii. If Yes, obtain the following information.
 1. Full Name
 2. Contact Info
 3. Congregation Name
 4. Congregation Elder Contact Info
 - iii. Forward info to the Keymen for them to contact the Congregation Elder to obtain spiritual standing.
 1. If in good standing then proceed to STEP 3
 2. If not in good standing then their Elders continue to shepherd.
 - b. If a **Publisher** or an **Elder** contacts PVG for assistance:
 - i. **Publishers requesting a PVG visit**, repeat STEPS 2a ii and 2a iii. ii. **Publishers requesting HLC assistance**, encourage them to first contact their elders.
 - iii. **Elder requesting HLC assistance**, give them the HLC Hotline.
 - c. If a publisher in your congregation requests **assistance from HLC or PVG**, call the HLC hotline: (510) 225-4005
3. The Keymen to obtain and forward pertinent info to PVGC and PVGCA for **case approval**. Info needed:
 - a. DPA Fully complete?

b. Who are the Health Care Agents?

c. Good standing?

d. Age?

e. Hospital

f. Procedure

g. Date of procedure

h. Possible blood issue

4. Upon approval, Keymen will then search for 2 available PVG Brother(s) for the visit(s)

5. The Keymen will create a group text for coordination and updates, and a means **to notify HLC if they are needed.** The Keymen will provide the case information to the PVG brothers for visitation. The following brothers will be included in the group text during **all communications**:

a. Both assigned PVG brothers

b. PVGC (Winston Velasquez)

c. PVGCAs (Matt Wilely & Kalo Fortman)

d. Keyman Assistant

e. Assigned HLC brother to the hospital

f. HLC brothers Assigned to the Case

6. After each visit, the assigned PVG brothers will report the visit on the PVG/HLC website and make those involved watchers. (HLC Members assigned to that hospital). Input the following information but not limited to:

a. Status of patient

b. HLC needed or not

c. DPA in order/file

d. Projected duration of stay

e. Observation: Spiritual condition, Congregation, Family and Hospital support

f. Spiritual threats from unbelieving family members

7. **After each visit**, the Keymen will determine if additional visits are needed based on the group text or website report provided by the PVG brother(s). If additional visits are needed by different PVG brother(s), repeat Steps No. 4 and 5.

8. If there is no available PVG brother(s) within the Zone for hospital visitation, the Keymen will immediately inform the PVG Coordinator. The Coordinator will communicate with other Zones for assistance. Then, the other Zone Keyman will oversee that specific case.

9. If a publisher is transferring to another hospital out of the zone or Oakland HLC territory repeat step 3. PVGC or PVGCA will communicate with other zone keymen or other HLC for continued support.

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Announcements and Reminders January 2023

FOR ELDERS

1. **Seeking Assistance From the Hospital Liaison Committee:** It has been observed that many publishers who obtained assistance from the Hospital Liaison Committee (HLC) in an emergency situation could have achieved a better outcome if the HLC's assistance had been requested sooner. Therefore, adjustments as to when and how a publisher can obtain HLC assistance are being made, as described below and in the announcement for congregations.
2. When a publisher requests HLC assistance, first contact the HLC to provide the following information:
 - a. (1) Name, age, and telephone number of publisher.
 - b. (2) Spiritual standing of the publisher and his family and whether unbelieving family members are involved.
 - c. (3) Whether a completed durable power of attorney (DPA) card is available. (If not, the publisher should be encouraged to complete one immediately. Unbaptized publishers may adapt the language of the DPA card and Identity Card [ic] to prepare health-care instructions for themselves and their children.)
3. During the conversation with the HLC member, obtain a primary and a backup means of contacting the HLC. Thereafter, provide this information to the publisher so that he may contact the HLC directly. Remind the publisher that if in the future he once again needs HLC assistance, he should request up-to-date contact information from an elder.

