

WELCOME TO...



Heartbeats

Nurturing a Culture of Life and Love

Ministry Information



MISSION STATEMENT

Heartbeats is dedicated to serving our community with quality care by offering free and confidential medical services, practical assistance, and emotional support.

VISION STATEMENT

Share the Truth, Educate Parents, and Nurture a Culture of Life and Love.



WEBSITES

 www.supportheartbeats.org (for donors)

 www.heartbeatspcc.org (for clients)



LOCATION

5968 S. NC 16 Business Hwy, Maiden, North Carolina
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Contact Information



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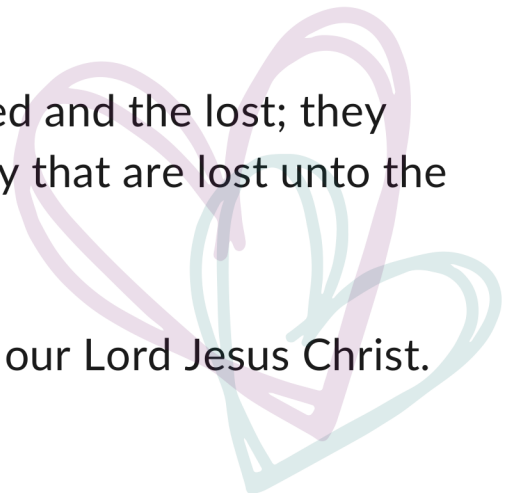
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Statement of Faith



- ✓ We believe the Bible to be the inspired, the only infallible, authoritative Word of God.
- ✓ We believe that there is one God, eternally existent in three persons: Father, Son and Holy Spirit.
- ✓ We believe in the deity of our Lord Jesus Christ, in His virgin birth, in His sinless life, in His miracles, in His vicarious and atoning death through his shed blood, in His bodily resurrection, in His ascension to the right hand of the Father, and in His personal return in power and glory.
- ✓ We believe that for the salvation of lost and sinful man, regeneration by the Holy Spirit is absolutely essential, and that the salvation is received through faith in Jesus Christ as Savior and Lord and not as a result of good works.
- ✓ We believe in the present ministry of the Holy Spirit by whose indwelling the Christian is enabled to live a godly life and to perform good works.
- ✓ We believe in the resurrection of both the saved and the lost; they that are saved unto resurrection of life and they that are lost unto the resurrection of damnation.
- ✓ We believe in the spiritual unity of believers in our Lord Jesus Christ.



Statement of Principle



- ✓ The pregnancy center is an outreach ministry of Jesus Christ through His church. Therefore, the pregnancy center, embodied in its volunteers, is committed to presenting the Gospel of our Lord to women with crisis pregnancies, both in word and in deed. Commensurate with this purpose, those who labor as pregnancy center board members, directors and volunteers are expected to know Christ as their Savior and Lord.
- ✓ The pregnancy center is committed to providing clients with accurate and complete information about both prenatal development and abortion.
- ✓ The pregnancy center is committed to integrity in dealing with clients, earning their trust and providing promised information and services. The pregnancy center denounces any form of deception in its corporate advertising or individual conversations with clients.
- ✓ The pregnancy center is committed to assisting women to carry to term by providing emotional support and practical assistance. Through the provision of God's people and the community at large, women may face the future with hope, and plan constructively for themselves and their babies.
- ✓ The pregnancy center does not discriminate in providing services because of race, creed, color national origin, age or marital status of its clients.
- ✓ The pregnancy center does not recommend, provide, or refer for abortion or abortifacients.
- ✓ The pregnancy center offers assistance free of charge at all times.
- ✓ The pregnancy center is committed to creating an awareness within the local community of the needs of pregnant women, and of the fact that abortion only compounds human need rather than resolving it.
- ✓ The pregnancy center does not recommend, provide, or refer single women for contraceptives. (Married women seeking contraceptive information should be urged to seek counsel, along with their husbands, from their pastor or physician.)
- ✓ The pregnancy center recognizes the validity of adoption as one alternative to abortion and is not biased toward adoption when compared to other life-saving alternatives. Centers are independent of adoption agencies, relating to them in the same manner as to other helpful referral sources. Pregnancy centers receive no payment of any kind from these agencies, do not enter into contractual relationships with them, and do not share combined office space. Adoption agencies are not established under the auspices of centers. Pregnancy centers neither initiate nor facilitate independent adoptions, though they may refer for independent adoptions in states where it is legal.

Volunteer Positions



♥ NURSE/NURSE SONOGRAPHER VOLUNTEERS ♥

The Nurse Sonographer provides ultrasounds under the supervision of the Medical Director. The volunteer Nurse performs pregnancy tests and discusses medical aspects with client. All nurse volunteers report to the Nurse Manager.

QUALIFICATIONS:

- ♥ Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord.
- ♥ Exhibit strong commitment and dedication to the pro-life position and sexual purity.
- ♥ Agree with and be willing to uphold the Statement of Faith, Statement of Principle, and the policies of the center.
- ♥ Be licensed and certified as an RDMS, RN, LPN or FNP.
If Nurse Sonographer – Be initially certified to provide limited obstetrical ultrasounds, AND must pursue opportunities to obtain 75 scans/ year to remain competent (whether independently with an OB office or other PCC, or through “US Training Model Days” scheduled at Heartbeats.)
- ♥ Complete Annual Skills Checklist.
- ♥ Attend quarterly trainings for volunteers, including OSHA/HIPPA training.
- ♥ Maintain Pregnancy Resource Center knowledge and competence, per Nurse Manager direction.
- ♥ Exhibit strong interpersonal and administrative skills

ESSENTIAL FUNCTIONS

- ♥ If Nurse Sonographer - Provide ultrasounds according to medical standards of care. If Volunteer Nurse – perform pregnancy testing according to policies and procedures.
- ♥ Provide pregnancy counseling, education, and referrals.
- ♥ Document clinical findings, observations, and medical care in patient/client record.
- ♥ Nurse Sonographer review any clinical findings indicating concern for the viability of the pregnancy or the health of the mother with the Medical Director.
- ♥ Comply with state and professional licensing and continuing education requirements.
- ♥ Complete bi-annual renewal of CPR certification.
- ♥ Complete annual review of center policies and procedures, infection control regulations, and safety procedures.

Volunteer Positions



♥ NON-MEDICAL VOLUNTEERS ♥

The Heartbeats Volunteer can have several roles at the pregnancy center. All roles must be carried out following the policies and procedures approved by the Board of Directors. **Advocates** facilitate client education sessions and mentorship. **Male Mentors** provide one-on-one instruction focusing on parenting skills, emotional needs and spiritual needs for the dad. **Boutique Volunteers** helps organize baby clothing, baby items, keeping a list of needed items and disposing of unneeded items. All non-medical volunteers report directly to the Client Services Director.

QUALIFICATIONS:

- ♥ Must be 18 years or older. Advocates/Mentors must be 21 years or older.
- ♥ Advocate/Mentors must commit to at least one 4 hour shift each week
- ♥ Must be able to commit to a minimum of 12 months of service
- ♥ Must have working knowledge of internet, email and computer databases
- ♥ Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord.
- ♥ Exhibit strong commitment and dedication to the pro-life position and sexual purity.
- ♥ Agree with and be willing to uphold the Statement of Faith, Statement of Principle, and policies of the center.
- ♥ Be able to respect and keep information confidential
- ♥ Be dependable and committed to the pregnancy care ministry
- ♥ Be able to carry out responsibilities with little supervision

ADVOCATE & MALE MENTOR- ESSENTIAL FUNCTIONS

- ♥ Must complete Bright Course Training.
- ♥ Oversee weekly client session tasks as determined by the Client Services Director.
- ♥ Follow appointment flow guidelines for each appointment.
- ♥ Oversee weekly client education and goals with CSD to ensure proper case management.
- ♥ Document findings, observations, and care in patient/client record.
- ♥ Assist with boutique shopping and document material assistance given.
- ♥ Review all policies and procedures annually and as updated.
- ♥ Attend all volunteer staff meetings and trainings.

BOUTIQUE- ESSENTIAL FUNCTIONS

- ♥ Must complete Bright Course per Client Services Director guidance.
- ♥ Sort all incoming and outgoing donations.
- ♥ Organize all donations by item, gender and size.
- ♥ Keep an ongoing list of needed items.
- ♥ Attend annual OSHA/HIPPA trainings

Volunteer Positions



♥ MOBILE MEDICAL UNIT DRIVER ♥

The Mobile Medical Unit Driver is a representative of Heartbeats and should carry themselves in a manner that reflects the mission of Heartbeats. Drivers should always be friendly and courteous, but should not interact with visitors in an advocate capacity or give medical advice. Drivers should maintain the privacy and confidentiality of all visitors to the Medical Mobile Unit.

QUALIFICATIONS:

- ♥ Must be 26 years of age or older.
- ♥ Must have a valid Drivers License.
- ♥ Must have experience driving large vehicles. 1 -2 years' experience preferred.
- ♥ Must submit an annual MVR (Motor Vehicle Report).
- ♥ Must have no DUIs on their MVR.
- ♥ Must have no Reckless Driving on their MVR.
- ♥ Must have no more than 2 moving violations in a 3-year span.
- ♥ Must be devoted to the ministry, be dependable and available to cover shifts.
- ♥ Must read and sign the MMU Policies & Procedures Manual annually.
- ♥ Must be able to sign the PCC Statement of Faith and Statement of Principle.
- ♥ Must complete a volunteer application with reference requests and background check, no less than 2 weeks prior to driving so verifications can be completed.
- ♥ Must complete an assessment of skills and operating overview of vehicle's systems & operations.

ESSENTIAL FUNCTIONS

- ♥ Must be added to the PCC insurance policy before driving.
- ♥ Must wear seat belt at all times, never exceed speed limits & always use turn signals.
- ♥ Must never use their cell phone while operating the vehicle.
- ♥ Must be in good general health.
- ♥ Must be familiar with the area(s) traveling, traffic situations.
- ♥ Must read the owner's manual, becoming familiar with procedures of operation.
- ♥ Must check engine fluids regularly, purchasing spare bottles of most common fluids
- ♥ Must empty the grey water tank as needed (sink & toilet – no solid waste)
- ♥ Must be familiar with electrical breaker boxes and fuse boxes.
- ♥ Must set up tent, chairs and signage outside of MMU. Take down and stow when finished.
- ♥ Must refill fuel tank if less than or equal to 1/3 full. Saving receipts and logging.
- ♥ Must leave vehicle running on days when heat or AC is necessary.
- ♥ Must review departure, arrival and return checklist daily.
- ♥ Must park MMU close to a public restroom for MMU staff by OSHA Standards.

Talking With Someone About Their Trauma



♥ DO'S AND DON'TS ♥

- ✓ **Don't REACT to their story:** this can cause them to shutdown. Instead, **RESPOND with EMPATHY.**
- ✓ **Don't ask questions about minute details in their story.** Instead, just **let them share without interruption.**
- ✓ **Don't use cliché platitudes** to ease the heaviness of the moment. Instead, **just listen** and know that nothing you say in this moment can make them feel better about what they have experienced.
- ✓ **Don't be judgmental.** Instead, show **unconditional positive regard** and understand that they have done the best they know how to at this point.
- ✓ **Don't try to share your story or a similar story.** Instead, just **listen** and realize that trying to compare stories minimizes their pain. insurance, bible studies, resources, etc

♥ WHAT NOT TO SAY... ♥

- ♥ "You have to learn to get over it." or "It's time to move on."
- ♥ "You can't keep dwelling on it or you will never move on."
- ♥ "You are a survivor and you have to stop being a victim."
- ♥ "It could have been worse."
- ♥ "At least..." or "Look at the bright side..." or "Why did you..." or "Why didn't you..."
- ♥ "I understand." or "I know how you feel."
- ♥ "I know what you are going through."
- ♥ "I have a friend who experienced that." or "That happened to me too."
- ♥ "You will be okay." or "It will be okay."
- ♥ "You should..." This is not the time for advice giving.
- ♥ "Well that happened a long time ago."
- ♥ "Time heals everything."
- ♥ "Everything happens for a reason."
- ♥ "Wow, you have been through it. Are you getting help for that?"
- ♥ "What doesn't kill us, makes us stronger."

Talking With Someone About Their Trauma



♥ HOW WE SHOULD RESPOND... ♥

- ✓ **Thank them for trusting you** to share their trauma story with you.
- ✓ **Listen** - this is **ACTIVE listening** and NOT listening to respond.
- ✓ **Validate** their trauma and their feelings and affirm them as a person.
- ✓ Offer **support** and assistance with **referrals** if they so choose.

♥ WHAT IS ACTIVE LISTENING? ♥

ACTIVE LISTENING is the practice of preparing to listen, observing what verbal and non-verbal messages are being sent, and then providing appropriate feedback for the sake of showing attentiveness to the message being presented. This form of listening conveys a mutual understanding between the speaker and listener. .

Five Skills to help you learn active listening and help you ensure that you **hear** the other person and that the other person knows you are listening to what they say

- ✓ **Pay attention.** Give the speaker your undivided attention and acknowledge the message.
- ✓ **Show** that you are listening...
- ✓ **Provide feedback...**
- ✓ **Defer judgement...**
- ✓ **Respond appropriately...**



♥ THINGS TO REMEMBER ♥

- ✓ Unless you are a licensed professional it is **NOT your role** to try to help the person you are talking with to process and heal from their trauma.
- ✓ You are in a position to **love** them where they are and **support** them as they move forward. You can encourage them to seek professional help to address their trauma.
- ✓ Listening to trauma can be difficult, emotionally draining, and can cause **vicarious trauma** if you do not exercise proper self care.



♥ VISIT NOTES ♥ A STORY OF YOUR TIME TOGETHER

- ✓ **Who came with the client?**
"Unaccompanied" or " Accompanied by BF and 2 preschool children"
- ✓ **Client's state**
Disheveled? Smiling? Pacing? Crying?
- ✓ **Reason for Visit**
Education, Boutique/Shopping, Needs Resources
- ✓ **New Client Concerns**
new medical diagnosis, changed situation, personal life changes
- ✓ **New Client Goals**
actions planned towards accomplishing goals
- ✓ **Requests for Referrals or information**
insurance, bible studies, resources, etc
- ✓ **Chart your "INTERVENTIONS"**
Per client request, referral given for..., educated client on risks of smoking with a newborn, discussed options for childcare, assisted client in preparing for job application process
- ✓ **Prayed**
"Prayed with client, with permission."
- ✓ **Touch**
"Hugged client, with her permission." or "held client's infant, per client request."
- ✓ **Next Visit**
Plan a day and time to meet again





TIPS AND TRICKS

✓ Be **OBJECTIVE** (Give actual **FACTS** and **OBSERVATIONS**)

♥ Chart Descriptions of EXACTLY what you observe:

Client is unkempt, has strong body odor.

Client crying while discussing adoption

Client has poor eye contact, stares at folded hands while speaking.

Client smiling and holding hands with boyfriend.

♥ Chart what client STATES in quotes. **DO NOT GIVE YOUR SUMMARY**

Client states, "We're doing really well at home with the new baby."

NOT

Client is doing well at home with the new baby.

✓ **DO NOT be SUBJECTIVE** (Do NOT chart your interpretation or opinion of a client's words/actions.)

♥ Do NOT chart your feelings or assumptions.

I feel that the client has no place to shower.

She feels upset when we discuss adoption.

The client has a happy relationship with her boyfriend.

♥ Do NOT chart the words "feel," "appears," or "seems"

Client seems sad while talking, I feel excited witnessing the client choose life,

Client appears fearful about being a single mom, I feel that the client is stressed.



Approved Abbreviations



1ST VISIT/ ULTRASOUND

- ✓ **G2P1**
Gravida - # pregnancies, Parity - # births
- ✓ **PT**
Pregnancy Test
- ✓ **US**
Ultrasound
- ✓ **LMP**
Last Menstrual Period
- ✓ **EDD**
Estimated Date of Delivery (Due Date)
- ✓ **IUIP**
Intrauterine Pregnancy
- ✓ **CRL**
Crown-rump length (US measurement)
- ✓ **FHR**
Fetal Heart Rate

RELATIONSHIPS

- ✓ **FOB**
Father of Baby
- ✓ **BF**
Boyfriend
- ✓ **GF**
Girlfriend



DELIVERY OUTCOMES

- ✓ **C/S**
Caesarean Section
- ✓ **VBAC**
Vaginal Birth after C-Section
- ✓ **M/C**
Miscarriage
- ✓ **AB**
Abortion

MEDICAL

- ✓ **ABD Pain**
Abdominal Pain
- ✓ **UTI**
Urinary tract infectin
- ✓ **BP**
Blood Pressure
- ✓ **PIH**
Pregnancy-Induced Hypertension
- ✓ **PTL**
Preterm Labor
- ✓ **OB**
IObstertician
- ✓ **Gyn**
Gynecology
- ✓ **OCP**
oral contraceptive pill (birth control)
- ✓ **Hx**
History of...
- ✓ **Dx**
Diagnosed with...
- ✓ **Sx**
Symptoms
- ✓ **Rx**
Prescription
- ✓ **F/U**
Follow Up
- ✓ **R/O**
rule Out...(exclude)
- ✓ **ETOH**
Alcohol
- ✓ **PNV**
Prenatal vitamin



Client Rewards



TO BE ELIGIBLE TO RECEIVE ANY REWARDS:

- ✓ Client must be:
 - ♥ Communicating with advocate.
 - ♥ Regularly attending in-person appointments (minimum monthly)
 - ♥ Completing assigned Bright Course classes

TO BE ELIGIBLE TO RECEIVE ANY REWARDS:

- ✓ When client completes...
 - ♥ 10 Bright Course videos and homework >>>> Start Shopping!
 - ♥ 15 Bright Course videos and homework >>>> \$50 Gas Card
 - ♥ Budgeting class >>>> eligible for benevolence (1 utility bill paid/year)

IN ADDITION

- ✓ Clients may also earn:
 - ♥ Diaper Bag/baby goodies >>>>> Third Trimester
 - ♥ Holiday meal (usually Thanksgiving or Christmas)
 - ♥ Christmas Presents
- ✓ Dads may also earn Gas Cards with attendance of the Fatherhood Program.



Notes



Notes

