

# PASTORAL CARE PROGRAM

Pastoral Outreach and Prayer  
for Bereaved Families.



## A Caring Service

### Mission Purpose

Catholic Funeral & Cemetery Services (CFCS) is here to help bereaved Catholic families suffering the loss of a loved one. Too often, that suffering is combined with physical and social isolation, and the Church has a chance to fill the void of loss with faith and compassion. Our qualified Pastoral Ministers' will make contact with our recently bereaved families, offering prayer, consolation, and comfort to those in a time of suffering.

### Contact CFCS

CFCS, a ministry of the Diocese of San Jose, offers caring end-of-life services and programs to our families. For immediate care, or to learn more about this or other CFCS programs designed to support our families, please call to speak with a Family Service Advisor.

### Living Our Mission

Catholic Funeral & Cemetery Services (CFCS) is a charitable organization founded in faith and dedicated to providing education, support and affordable professional services.



Living Our Mission

CATHOLIC FUNERAL & CEMETERY SERVICES



A MINISTRY OF THE  
DIOCESE OF SAN JOSE

### HOW IT WORKS

1. Priests, Deacons and qualified lay persons apply to become Pastoral Ministers for CFCS, and after an onboarding period, will make pastoral care calls to families. (To apply please go to [Shepherdshourofneed.com/pastoral-care](https://www.shepherdshourofneed.com/pastoral-care))
2. Our volunteer Pastoral Ministers are notified on all recent bereaved families who utilized our Catholic Cemeteries or funeral homes.
3. At an appropriate time, Pastoral Ministers will call our bereaved families for a person-to-person contact, offering prayer and support.
4. Pastoral Ministers will provide updates to CFCS Family Service staff on any family needs or concerns that may arise for immediate assistance.

Call (833) 677-9644  
to speak with a qualified,  
caring advisor or visit us  
at: [cfcssanjose.org](https://www.cfcssanjose.org)

# PASTORAL CARE PROGRAM

CFCS handles over twenty thousand Catholic committals each year. We know the importance of human interaction as part of the grieving process and the Church faces a tremendous opportunity for ministry, especially through difficult times and crisis.

This is why we are answering Pope Francis' call to a renewed pastoral creativity, offering qualified pastoral minister volunteers' access to our recently bereaved families and help connecting with them on a person-to-person basis. Together, we can reconnect with the faithful, renew our shared faith, and rebuild our relationships as caregivers and ministers.

*"The Church also ministers to the sorrowing and consoles them in the funeral rites with the comforting word of God"* —ORDER OF CHRISTIAN FUNERALS

## Frequently Asked Questions:

### ***Who will contact bereaved families?***

One of our Pastoral Ministers who may be a Priest, Deacon or layperson will contact bereaved families. These volunteer individuals will be qualified to make contact, offering prayer and support.

### ***When are Pastoral Calls made?***

At an appropriate time, typically 4-6 weeks after all services have been completed, a Pastoral Minister will automatically try and make contact with families.

### ***Why was this program created?***

This program was created by answering Pope Francis' call to a renewed pastoral creativity during the COVID-19 pandemic, as a way to reconnect with families during a difficult time and crisis. The program has been a success and, is now a permanent mission program for CFCS to support the faithful.

### ***Do I have to be Catholic to receive a pastoral care call?***

No, this service is provided to families who have utilized our cemeteries or funeral homes, regardless of their faith.

### ***How long is the pastoral care call?***

This really depends on the family and the Pastoral Minister, but typically each call is between 15 to 20 minutes in length.

### ***Can I request a Pastoral Care call at any time?***

Yes, although our families on record who have recently suffered a loss of a loved one will be automatically contacted through this program, it is possible to request a pastoral care call through our website at [cfcssanjose.org/pastoral-care-program](http://cfcssanjose.org/pastoral-care-program).

### ***How can I volunteer to become a Pastoral Minister?***

We are always looking for qualified individuals who would like to make care calls to bereaved families in need. You don't have to have any grief counseling experience, as these calls are for prayer and support, not professional counseling. If you are interested in becoming a Pastoral Care Minister, apply on our website at [shepherdshourofneed.com/pastoral-care](http://shepherdshourofneed.com/pastoral-care) and one of our program leaders will contact you with more details.

**Pastoral Minister volunteers\* can sign up at:**

***[ShepherdsHourOfNeed.com/pastoral-care](http://ShepherdsHourOfNeed.com/pastoral-care)***

*\* Priests, Deacons, and qualified laypeople*

## THE CFCS ADVANTAGE

*As a resource you can trust today and tomorrow, we guide our families to make educated decisions about end-of-life services.*

- Flexible and Affordable
- Welcoming Staff
- Convenient Locations
- People You Can Trust
- Resource for Funeral, Cremation and Cemetery Services

## CONVENIENT LOCATIONS

### **Calvary Cemetery**

2650 Madden Avenue  
San Jose, CA 95116  
(833) 428-0379

### **Gate of Heaven Cemetery**

22555 Cristo Rey Drive  
Los Altos, CA 94024  
(833) 304-0763



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