



Stories of MPACT

We are **THANKFUL**



TRANSFORMED LIVES
REDEMPTION
SERVING OTHERS
LOVE OF GOD

A WORD

from Our President/CEO



The story of MCHAP is God's story. He is the central character, and the theme is love and grace. The tragedy of the story is the cross, for you and me. The climax to this great story is the resurrection in all of its glory and majesty. The story continues with God's Spirit at work in you and me. It is all about transformed lives through the gospel message delivered every day by chaplains in the workplace. This book is the ongoing saga of what God is telling the world through MCHAP. He is still the main character and we are the chorus, giving him praise. Each little story in this book is about redemption. It is about God. It is about chaplains serving others with the love of God. Read, think, pray and rejoice. You will be glad you did.

With the Father's love, from both of us to each of you,
Doug and Donna Fagerstrom



Communicating with Joy.

A chaplain realized she could not go into a Senior Care Residence to encourage the people living there, so she created a sign to express love, joy and prayer. The chaplain writes, “I could see the first resident who noticed me at the window as his eyes lit up. He wheeled himself over to talk through the glass. Along the way, he quickly spread the word to others in the dining room.” Before long, an entire room of residents was at the window communicating with joy. One used sign language to express joy and gratitude. So much fruit from such a simple act!



Called by God to Pray. Nobody told the chaplain to go to a company parking lot and begin praying for the employees inside. The company owner was so impressed. He took this photo and sent it to us.



That is what our chaplains are doing these days. They love the employees we serve. They are thinking of every way possible to show love and care. And then they do it. While a Shelter-in-Place order has restrictions, it cannot keep chaplains like this from doing what God is calling them to do.

A Friendly Trio. A chaplain had a fun opportunity this past weekend at a nursing home. She took her son and dog, and they walked around outside to wave to employees and residents through the windows. A nurse invited the friendly trio to the dining room window. “We could hear the people sharing with us through the window as they expressed laughter and delight. There were so many smiles during this very positive experience.” And, who doesn’t love seeing children and pets during very lonely times? Special thanks to a chaplain for going the extra mile.



Family is Being Restored. A chaplain shared, “A week ago, an employee opened up and shared that it is tough having their three kids live in another state when they only see two of them in the summer, and the other one has not had any contact in quite some time. As soon as I walked into the office today, this employee had a huge smile on their face and said, ‘Have you been praying for my kids!’ I shared with the employee what was going on in my heart this morning as I was praying about their whole situation, and I really believe that this year his family is going to be restored. The employee then shared that just this morning the daughter had called and said, ‘I want to move in with you and spend this year with you. God spoke to me to do this!’ This parent was so overfilled with joy. Then, the son had called him for the first time. What a blessing!!”



Answering Machine Encouragement. A chaplain made several phone calls to connect with employees under a Shelter-in-Place order. The chaplain wrote, “After several tries, I left a voice message of encouragement and support. The team director at the company shared how much the message meant to them. They said it brought them to tears. They are under a lot of stress. I am so glad I was able to give them some support and encouragement, even if it was just on the answering machine.” We never discount a gentle word of hope and help. Faithful and persevering chaplains are making a difference in everyday lives.

Tele-Bible Study. Chaplains serving in a Michigan company regularly provided a weekly Bible Study at the request of the owner. Under the new Shelter-in-Place order, the study shifted to a Tele-Bible Study via Zoom. The chaplain noted, “Today was the first time doing the Tele-Bible Study. The experiment online went very well.” The Chaplain Team was asked by a workplace leader to record 5-minute daily devotionals. It is exciting to see how management and chaplains are working together to help people during this very unusual time.



Stories from National Corporations:

The following 8 short stories may not seem like much on the surface. When I read them, I am reminded these recent stories are from people who are scared and feeling hopeless and lost during this uncertain time. Fear is overriding their thoughts while anxiety fills their minds and hearts. These are big stories, yet so simple.

- 1** Parents sent a text to a chaplain, “Thank you so much for coming by the hospital. Our son looks forward to your visits (we do too). You are one of the people God has blessed us with to help us get through this time. We praise God & thank him for you!!”
- 2** A chaplain wrote, “Many employees who have been ignoring me are starting to talk to me.”
- 3** An employee is quoted, “I’m so glad that you still come by to visit us.”
- 4** Another chaplain shared, “Today the conversations were all about the coronavirus. A father, who had never talked with me about his faith, told me that he prays for his children. When I offered to pray for his family, he was clearly emotionally moved. He profusely thanked me.”
- 5** A chaplain noted, “I was asked to pray with an employee regarding anxiety she feels with the Coronavirus and the recent hospitalization of a family member. We prayed, and I assured the employee I would continue to pray for her. She shared the peace she felt at the end of our visit.”





- 6** A chaplain stopped by to see an employee and her eyes filled with tears. She said, “I was going to call you.” She had an event take place over the weekend that caused her a lot of fear, but it also was a catalyst to prompt her to think about spiritual things and God’s protection over her life.
- 7** An employee reported to a chaplain that she values the opportunity to be heard in a safe, non-judgmental way. She added that it helps her workweek go better.
- 8** “An employee who is usually superficial in conversation asked me to take his break with him today. He shared that within the last two weeks, he lost two people in tragic deaths. He said it caused him to take pause and think about his own mortality. We talked about faith and reconnecting with other people of faith.”



CARE DELIVERED:



Special Delivery. Understanding the stress and need for relief, a chaplain team delivered some tasty treats to a company in Illinois. Attached to the Krispy Kreme box was a card of encouragement. Way to go team!

Post-It Notes Work. This chaplain noted, “Since we can’t go in the plant, we discussed leaving notes of encouragement and a reminder of our virtual presence and availability. They work, and it was a delight!”



An Extra Touch. An EDO reported, “One of our company owners has encouraged chaplains to write a personal note to the employees, then they put the personal note inside paychecks each week with the MyChap App info. This is something so simple with big impact.”



Sweet Connection. A chaplain shared how she has been in touch with employees from all her assignments at companies. “One company was more of a challenge to connect with than others, so I brought this basket of goodies and some devotionals to them last week. They loved it!”

Let’s Make Face Masks. “As a chaplain, I’ve been doing “virtual care” with one of the Administrators at a company during lockdown for COVID-19 (C19). She texted me today and asked if I knew anyone who could sew to make homemade face masks for her 90 employees. She texted me the plans and instructions. I know two avid quilters in my church, so I got right on it and sent this request to my ladies. They are rallying their quilting buddies and making face masks! We are keeping “Gospel Doors” wide open.”



Spring Flowers Bring Chaplain Joy. This chaplain decided to share “Spring Flowers” by using some colored tissue paper. After a few twists and folds, these festive flowers bloomed into life! The Director at the company location posted on their site, “We cannot say enough about the support that all of our Marketplace Chaplains give us. Even when they cannot be at the branch. They have checked in on us and prayed with us. We are blessed to have you looking out for us!” This picture came from the company leader, not a humble chaplain.



Doing What They Can. A chaplain shared this simple story, “Yesterday I visited drive-thru banks, and today I emailed quite a few folks as well as made a short video of encouragement. One thing I have noticed... how truly grateful they all seem! My heart is blessed to see their responses. What a calling the Lord has given us to tend to His sheep!”



Another Drive-Thru Moment. This chaplain is providing God’s love and care to a company by delivering cards and candy through the drive-thru window. One more good idea. There have been so many!

Bought a Few Paint Brushes. A senior living resident expressed her desire to paint pictures but did not have the tools. It was a simple task for this chaplain to get those for her. “Her eyes glistened as she said, “That is the best gift I have ever received. Why did you do that?” I responded with how much God loves her and shared his Gift of Jesus with her. She hugged me like she wasn’t going to let me go. She is now painting His creation, not just her own pictures.”



VIRTUAL CARE:

Virtual Care Model. The quarantine has forced us to adapt to new strategies and methods to reach out to people. It's hard, but it has also been a blessing. The formalization of a “virtual care model” has certainly opened new doors, especially in a company where all employees are in small cubicles, so any kind of personal conversation is rare. One chaplain shared, “As a chaplain, my very first phone call with an employee was almost a disoriented experience for the employee. She wondered who was calling and why. But within minutes, the warmth of the conversation had us each feeling like old friends—a far deeper conversation than we had ever had. ‘I really, really appreciate your call,’ she shared. ‘It’s so nice to expand the tiny circle of people I’ve interacted with and to just talk about everything going on.’ God is opening new doors and opportunities to share the good news of Jesus.”



Virtual Appreciation. One of our EDOs wrote, “On my regularly scheduled visit to a large auto dealership, employees out-poured appreciation for chaplains using the internet and phone calls to stay connected. Employees were most excited for longer conversations over C19 concerns. Being mindful of the six-foot rule, I was invited into a large area to visit with a group of employees I now refer to as the ‘Taco Tuesday Team.’ I was able to remind them that the message of God’s love is still the same, and they knew I was praying for them. I provided links to live stream services at an area church. Two managers stopped to reflect how much the virtual contact impacted their team and said, ‘You have lifted all of our spirits.’”

Keeping in Touch. A Chaplain wrote, “Instead of going into the office, I utilized this morning’s time to make virtual contacts with a lot of people I would normally have visited this morning. I also talked with a supervisor to get a feel for how the staff is handling this period of working from home. I reintroduced the MyChap App and shared the mobile numbers of their chaplain team so she had them for quick reference. All in all, people are being very optimistic and thankful they can work from home. And, every employee thanked me for personally reaching out and keeping in touch electronically during these stressful times.”



Chaplain Uses YouTube. By creating a simple YouTube channel, a chaplain was able to share messages, devotionals and Sunday services with Senior Living Residents. Creativity abounds during difficult times. But when it comes to sharing the gospel and God's love, there are no limits.

E-Cards Work. One chaplain has been using e-cards for many years to connect with their employees, and now more than ever. As a result, the chaplain received acknowledgement for an e-card where the employee expressed appreciation for the chaplains' personal care and friendship.

Story Time. At a memory care facility, a chaplain read to residents two short devotionals from Our Daily Bread. "I was interested in their undivided attention and asked for them to share. They related stories of missing church services and other fond memories. The devotionals focused on God's love for each one of us and I am confident, if even for a moment, the residents who struggle with memory loss knew how much Jesus loves them."

MyChap App Connection for Grief Support. Another chaplain shared, "An employee used the MyChap App and called me. He was sad about his sister's death. Thank God for our chaplain team who made multiple visits to his sister when she was in the hospital. I encouraged and prayed with him. He thanked me for supporting them throughout her journey. I listened as he shared memorable moments of their relationship, then we prayed together and thanked God that she was no longer in pain and "living" in her heavenly home."



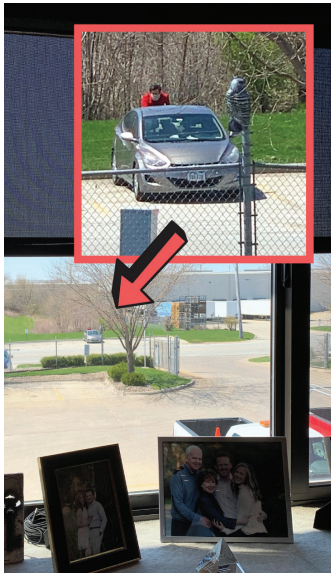
Phone Calls Like Never Before. An EDO shared, “Through our 36-year history, there has been a great deal of hesitation from companies to provide contact information. Not so during this time of stay-at-home. A director of HR of a rather large company asked an EDO, ‘Can the chaplains call our employees who are out sick or out because of their fear of the virus?’ She sent the employees’ contact information. Our chaplain

team divided up the names between our team members based on who they know first, and our chaplains are making phone calls just to check in with the employees to see how they are doing. Another leader from the same corporation shared how ‘very overwhelmed’ and appreciative of our touch points they were during the past two months. It is significant that the leadership trusts us to make these calls. God breaks down the barriers to share his love.”

Grandma’s Funeral in Mexico. A U.S. employee’s grandmother passed away in Mexico. The family was devastated they were not able to travel to her funeral due to C19. Their chaplain wrote, “I was able to pray with the employee and shared 1 Peter 1:3 about God’s mercy, new life in Jesus Christ and offer Hope in Jesus. God is good, and we can still serve him and our employees during this pandemic. Praise God for his love and mercy.”

Employee Writes. An employee wrote, “I want to thank my chaplain for everything they have done for me. I used to come to work every day from an abusive husband and a broken home. Having to hide my worries and keep myself together wasn’t easy. Thanks for your confidentiality, support and prayers when there were things I could not share with my coworkers. I could always talk freely and openly to my chaplain. I’ve survived and suffered so much, but thanks to your encouragement I’ve found faith. I hope we continue to receive your blessings and guidance through these hard times. I pray your family is safe and blessed with what you need.”

Chaplains Rally During a Company’s Layoff. A company owner shared, “Yesterday at 1:30 PM our head of HR and Operations both came into my office to notify me that all of the layoff conversations



had been completed. When they left my office, I stood up and turned around to gaze out the window at our empty parking lot. What I saw I will never forget. Our chaplain was parked across the street, praying over our company. He must have been there for 20 minutes pacing back and forth pleading to God on our behalf. WOW. It was such a Holy moment! At the end of the day, I know God has and will see us through this. I also know the last dollars we will EVER cut will be our support for the chaplains. We are forever grateful for your prayerful support of our people and organization.”



God Knows the Right Time. “As a new chaplain, one of the first employees I met was a polite and very nice lady. But she was not really interested in the spiritual aspect of our chaplain care. Over the years, as we would talk on a weekly basis, God was softening her heart. She went through a very difficult and discouraging time during the past few months. I approached her today about her faith in God and she let me show her from the Bible how to know Jesus, and she gladly received Christ as her Savior. When we finished praying, she said, ‘The timing was right today.’ God is so good!”

Chaplain Points to the Goodness of God. “An employee called me on a Sunday evening. She was crying. Her heart was so full of anxiety and distraught over her friend’s recent suicide. I let her vent for a while as I sympathized about all that was going on. Together we focused on what she has and created a list of gratitude for her daughter, her job, her home, and so much more. We talked about all the good things in her life and how God has an amazing plan for her. In her voice she began to find rest in knowing God’s love and care for her. She thanked me and said I gave her a lot to think about. I told her to call me anytime, and that I will text her this week to check in and send her encouragement.”



Being Sensitive with a Simple Prayer. “While I was making a worksite visit today, I greeted one of the guys in the warehouse climbing on a forklift. I asked how he was doing, and he said everyone was okay. When I heard the way he said ‘Okay’ and saw the look on his face, I realized he was burdened. I gently asked him, ‘Now that you gave me the answer you

thought I wanted to hear, how about telling me what’s really going on?’ He kind of grinned at my question and shared that his mother-in-law has cancer and their family is struggling with that. I asked if he would like to pray with me and he reverently bowed his head. I prayed for God’s healing for his mother-in-law. I prayed for God’s grace as he and his wife face the unknown. When I completed praying, he was visibly moved and thanked me for my prayer. I could see in his face that he was encouraged, no longer burdened. I never cease to be amazed how the Lord uses simple prayers to encourage employees.”



Sidewalk Art on Display. I used to think sidewalk chalk was only for my two granddaughters. Not so! Chaplains are making great use of those large chalk sticks to welcome, encourage and bring love to employees in the workplace. Great job chaplains!

PPE Delivered. A chaplain made and delivered personal protective equipment (PPE) for employees of the worksites they serve.

Easter Parade. Another team of creative chaplains helped organize an “Easter Parade” around the facility of a Senior Living Residence in Pennsylvania. The lonely residents and overwhelmed staff cheered as chaplains drove by with decorated cars, signs and balloons. “As residents are not allowed to have visitors at this time, they are feeling alone and anxious. We dressed up in costumes and decorated our cars as characters from the movie Easter Parade,





bringing tears of joy to families, residents and staff,” quoted a chaplain. What a great way to celebrate the resurrection!

Hoy es Cinco de Mayo! In one location where 75% of the employees are Spanish speakers, the chaplain team created a sign, brought in some traditional Mexican candy and put a pile of Spanish MCHAP Connect Care brochures with the chaplain team’s information next to the candy. The company leadership has been super grateful and appreciative for little acts of kindness like this. The Chaplains' sign read, “From Your Team of Chaplains. We miss you. Thank you for everything you are doing. God Bless You.”

Chaplains Provide Seeds: Providing God’s Word.

A Chaplain shared, “Today was awesome as another chaplain and I passed out vegetable plants in the company parking lot. Almost everyone wanted to know how much they cost. They were surprised when we said they were free. God laid it on my heart to start these seeds before the virus outbreak. Rules are rules, ‘If you do for one you do for all.’ So, with much prayer, I started to grow 700-900 vegetable plants. Today we handed out a plant to over 500 employees. WOW! Right? I wrote out

some Bible verses to attach to the plants, but God changed my mind and I felt I needed to tell the employees how God’s words in the Bible are like seeds to help us grow. People that I have never met were letting me share God’s love with them. There are so many ways to minister and still stay safe. I don’t know what tomorrow will bring, but God has a plan and it is awesome.”



Searching for God. A Chaplain shared, “Today as I was making visits, the welders were in a meeting. The owner said they should be finished in about 15 minutes and that it would be good for me to stick around to see them. I did, and one of the welders who had recently come to Jesus introduced me to a new employee. I was able to introduce the chaplain care service we provide, and he opened up about his search for God. He let me share the Gospel with him and he gladly received Christ as his Savior. He was thrilled that this new job had this kind of care for its employees. God is good!”

Loss of a Parent. A company director responded to a chaplain’s care, “My mother was a beautiful and kind woman and since my Dad died two years ago, she has been ‘waiting for him to pick her up.’ I told one of our chaplains she is not waiting anymore. I trusted her to Jesus and the Lord was so gracious to quickly take her Home. She is at peace, totally healed and full of joy with Jesus. Thank you again for your thoughts and prayers. I can’t say enough wonderful things about Marketplace. If I ever find myself looking for something to do after retiring, I will be coming to Marketplace. Your team inspires others and loves them unconditionally. I have been sending notes from our company chaplain to our whole team during this time, and I have received several emails from them saying, ‘Thank you for sending her note; I needed it today.’ A few have reached out to her personally. It is a comfort to all of our leaders that they have a safe place to take their needs and concerns.”

Leaving Pride Behind. A chaplain writes, “An employee contacted me in the middle of the night via text. He was concerned about his wages and bills but also wanted to talk about his spiritual condition. He shared that his greatest struggle in life is dealing with his pride. He was concerned it was keeping him from being a child of God. I was able to help him with verses from the Bible and shared what Christ did for him



to connect with God. We discussed a life of love for God—leaving his pride behind. After a long texting session, he connected with God and was so grateful. He shared that his grandfather always said, ‘Sometimes God will put a man on his back, so he’s forced to look up.’ ‘That’s why I reached out to you last night.’” Once again, God put a chaplain in this man’s life at just the right time.

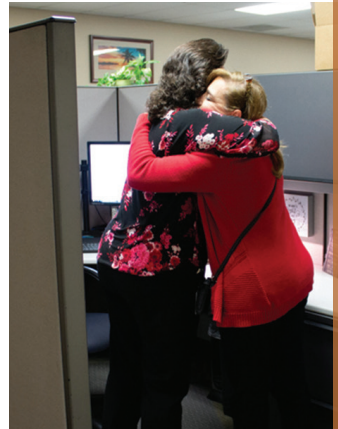
Chaplains and MCHAP Leaders Lead Conversation on Social Injustice. An HR Director of a company we serve created and organized a virtual “town hall” meeting for their employees to log in and participate in a conversation on race relations and social injustice. Our chaplains and an EDO were invited to moderate the discussion in this safe place. Questions were asked. Employees responded with open hearts and minds. The MCHAP leader noted, “It was a great conversation with increased understanding and affirmation of feelings and insights expressed by employees. We highlighted our care service, and I was able to pray for all participants at the ‘town hall’ locations.”

Senior Resident Loves Her Chaplain. A senior living chaplain shared, “During this C19, our residents have had regular visitors who stop by to bring cheer and kindness. This evening, I met with one of



the ladies and she expressed, ‘I am glad you’re here. Some other woman stopped by to see me today, but she was not you. You are my chaplain. If I want to talk to anyone, it is you! I’m feeling angry, weary and . . . (she went on).’ As we talked, she became less agitated and very calm. I spent a lot of quality time with her as her pain and fears subsided. As I was about to leave, she said, ‘We love you here. I love you!’ I was so humbled to think God would use me to share so much of his grace in this chaos.”

First Mothers’ Day without Her Mother. A chaplain shared, “Over the past year, there have been many occasions to visit and walk with a young employee. Her life was filled with numerous points of stress, grief and change. Each one took its toll on her. With conversations about God, we weathered the illness and death of her mother. This was the first Mother’s Day without her mom. With C19 and unusually busy days, the young lady contacted me with a large number of tearful concerns and mixed feelings coupled with the stress of work. She was happy to know we could still sit in God’s presence and pray while practicing social distancing. Thank God that he is not quarantined from healing the hurt in people’s lives.”



Benevolence Gift Used to Lead Employee to Jesus. John (not his real name) passed away in May. Chaplains officiated the funeral. Back in March, a chaplain led John and his wife through the gospel and they both turned their lives over to Jesus as Lord. This story started when MCHAP was able to give John and his wife a benevolent gift of \$500 to help them through a very tough time due to C19 related needs. That gift possibly came from one of you reading this story. Rejoice and be glad.



God Is Bigger Than Anything We Face. “God is bigger than anything we face,” are the words of the chaplain who shared this story. “I talked with a young family who had been at the hospital for weeks, where their little girl was fighting for her life. They were desperately hoping the doctor would release her from the hospital soon so they could go home. I had the honor of praying with the family. The next day, their daughter was released, and they are waiting to get their papers to travel home to Indiana to reunite with her 3 brothers. I continue to text and check in with them as they journey north.” Chaplains serve each family of employees. The chaplain’s care extends beyond company borders.



Memorial Service Brings Healing and Personal Connection. A chaplain shared, “Today I was invited by an employee I serve to attend a virtual memorial service for his mother. I had the opportunity to meet the employee’s mother and minister to her on many occasions over the past year and a half. I remained in close communication with the employee during his mother’s illness and death as we talked and prayed together. While this was a very difficult time, he was most encouraged and grateful for each visit and the additional support during the memorial service.” Chaplains go above and beyond

their visits at a worksite. When a chaplain is called to a mother's bedside or a memorial service, they go and bring hope and healing words with compassion.

Chaplain Visit for One. A chaplain shared, “Last Saturday, I drove up to the plant and only saw one car. I thought maybe the plant was closed, so I sat in my car a few minutes to decide whether I should even go in. I was prompted by God to go in anyway. I walked the plant and saw no one until I got to the back and saw an employee and friend whom I have enjoyed building a relationship of trust with over the past year. He was working all alone. I have had many conversations with him over the past year concerning his dad. He has been a caretaker for him and primary visitor when he was ill in a nursing facility. Working all day, staying with him until 11pm, then getting up at 3:30am to get to work. He finally got his dad home just before C19. I would ask each week how his dad was. He would say, ‘Doing great; he’s glad to be home.’ When I saw this employee that Saturday, I greeted him and asked, ‘How are things?’ He said, ‘Not good; dad died this past week.’ He got choked up and for the first time asked for my prayers for himself. I am certainly glad I listened to God’s voice and entered the plant even though it was a visit that was... all for one.”





God Makes All Things New. A staff member shared, “A person called our MCHAP home office asking for financial help. They and their partner had just moved to Atlanta and were destitute but had enough



faith to call Marketplace Chaplains. The message and background were relayed to an EDO in Atlanta who contacted a chaplain with experience in this transient world. Even though this was not an employee from a company we serve, our chaplain decided to go the ‘extra mile’ and reach out. The individual accepted prayer and the admonition to find work. The chaplain agreed to stay in contact. A few days later, the person called the chaplain to say they found a job, but needed black shoes, pants and a shirt for the new position. It would have been easy to

round up some money, pass this off to the chaplain’s church and move on, but going the extra mile, in this case, meant relying on the Lord to fill in the gap himself. The chaplain had recently lost his mother and had a box of clothes ready to go to Goodwill. He opened the box and immediately found all three items needed, in NEW condition, with the price tags still attached. The chaplain personally delivered the items to this individual, and with tears of joy and the excitement of a kid receiving a new toy at Christmas, they thanked the chaplain and God for the provisions. The rest of this story is still being written!”

Support Through an Employee Suicide. A Chaplain wrote, “I have been helping this company work through the grief of a recent suicide of their fellow long-time employee. There have been many



in-depth conversations with the employees. One man who has been open with me in the past is now sharing about some of his marriage struggles and other personal issues. Then, another employee shared with me the impact of the memorial service and how the deceased's wife shared amazing words about her husband.

This caused him to make a list of 100 things he adores about his wife, and he had already checked the boxes of how he is loving his wife." Conversations are growing deeper and more intimate with our chaplains. Why? Covid? Chaplain long-term commitment? Chaplains who listen, love and care? God answering prayers? Hurting people? Yes to all of the above, and more. Rejoicing!

Admission of Anxiety. Another chaplain tells this story, "As I made my way into a company I serve, the conversation quickly shifted to an admission of anxiety an employee was feeling about C19 over the last 3 months. I assured him God was in control of the situation and the best thing he could do was to allow Jesus Christ to be the Lord of his life. After a lengthy conversation, I asked him if he wanted to know Christ as Savior this morning, to which his answer was 'Yes.' After leading him into a simple prayer of faith in Christ, I assured him God's Holy Spirit was now with him and that he should pray regularly, pleading for God's help over his fears and anxiety. I left his presence knowing there are angels watching and rejoicing over one person who comes to a saving knowledge of Jesus Christ." Again, only God can orchestrate these divine appointments.





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