

The Four Q's

Four key questions to ask when someone comes to you with any issue they're experiencing. They will help show that you care and help you gain clarity of what's going on. Getting the facts and context usually makes the next steps relatively straightforward on how to support them or the kind of help they need.

- 1. How long have you been dealing with this? (Duration of the issue)** When did this first occur?
- 2. Who else knows? (Involvement of others)**
 - Have you talked to anyone else about this? If so, who? How often?
 - Do any other people know?
 - When was the last time you talked to someone about it? How did they respond?
- 3. Have you received any advice or counsel on how to deal with this?**
 - What have those you've talked to said about it?
 - Have you sought any other help or resources regarding this issue?
- 4. Do you have any plans for your next steps?**
 - What do you think might be your next step?
 - Would you like me to check on some other resources? (Don't make the calls, but give them referrals, etc.)

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Resources

Willowdale Pastors

Brett Foester bfoester@willowdalechapel.org, 610-444-2670, ex. 130
Marriage and Family Pastor

Carole Hoy choy@willowdalechapel.org, 484-883-9034
Groups and Women's Pastor

Jim Conkle jconkle@willowdalechapel.org, 610-444-2670, ex 126
Celebrate Recovery Pastor

Celebrate Recovery Monday nights, 7 pm, Kennett Campus
<http://www.willowdalechapel.org/our-ministries/celebrate-recovery/>

Re|Engage Wednesday nights, 7 pm, Kennett Campus
<http://www.willowdalechapel.org/our-ministries/re-i-engage-marriage/>

Christian Counselors

- **The PeaceMaker Center**
Downingtown: 103 Garris Road
Kennett Square: 202 S. Willow St.
West Chester: 300 Lawrence Drive
(610) 269-2661, www.thepeacemakercenter.org
- **Barbara W. Shaffer Ph.D. & Associates**
455 Old Baltimore Pike
Chadds Ford, PA 19317
(610) 388-2233

Counseling Scholarships

Willowdale's Counseling Scholarship program provides financial assistance to those in need. Visit our website and scroll to the bottom to fill out a scholarship form:
<http://www.willowdalechapel.org/our-ministries/care/>

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