



# IMPACT

FIRST EDITION



Stories of Care in  
the Workplace...

# SOMETHING NEW...

You are about to read the first edition of a new booklet filled with stories of Marketplace Chaplains engaged in the lives of employees from companies we serve. All the stories are true. They were written by chaplains. Some real-life situations are marked with life and death. Others are the results of lifelong choices or horrific circumstances. The people live in your community (names have been changed). Their stories are marked by everyday "stuff." Yet, lives are being changed. God's love impacts a life, every time.

That is what over 1,375 chaplains do every day when they walk into one of 3,500 workplace locations. They listen. They talk to people about everyday issues and deep concerns. They console. They pray. Then, they do it again, the next day and the next, year after year. Often the phone rings or a text is received from an employee, calling the chaplain to meet at the hospital, funeral home, jail or coffee shop. When a chaplain arrives, hope and help is on its way!

Marketplace Chaplains are professionally trained to offer care and comfort to employees of companies seeking hope and help. "They pick up where HR leaves off!" stated an HR Director of a large corporation. The confidentiality and genuine caring spirit of a chaplain is a place of solace and encouragement to employees who are facing tough times and difficult days.

Need a chaplain in your company? Call us! Sense God's leading to be a chaplain? Call us! We are here for you.

Serving you and over 700,000 others,

Doug and Donna Fagerstrom  
President of Marketplace Chaplains

A teal-tinted photograph of a car accident scene. In the background, a white van is parked on a road. In the foreground, a dark-colored car is visible, possibly involved in the accident. The scene is outdoors with utility poles and a clear sky in the distance.

## PERFECT TIMING . . .

It started out as a beautiful day. Little did the chaplain know that horror and bedlam was on the day's agenda. A gross fatality would soon change the lives of many.

Chaplain Wyatt realized he was going to be 45 minutes early for his orientation with Peter, the owner of a small distribution company. "Shall I stop and treat myself to coffee?" he asked himself as he spotted his favorite coffee shop. "Nah, next time," he thought as he drove on by.

When he pulled into the company parking lot, he saw Peter race out of the office. "Hey, Peter! What's up?" "One of our truck drivers has been involved in a horrible car accident!" "Do you want me to come with you?" he asked. "Yes! We could use you right now!" At the accident scene, the police and EMTs were already busy caring for the injured and dealing with the aftermath.

Antonio, Peter's truck driver, was unharmed. Even though he had not been at fault, he was pretty shaken up because someone had died. Wyatt prayed with Antonio and others at the accident scene. His presence and compassion helped calm the stress of the situation. On the way back to the office, Peter thanked Wyatt for arriving early for the scheduled appointment and helping him with this unexpected crisis. Wyatt knew that it wasn't an accident that he was there early that day.

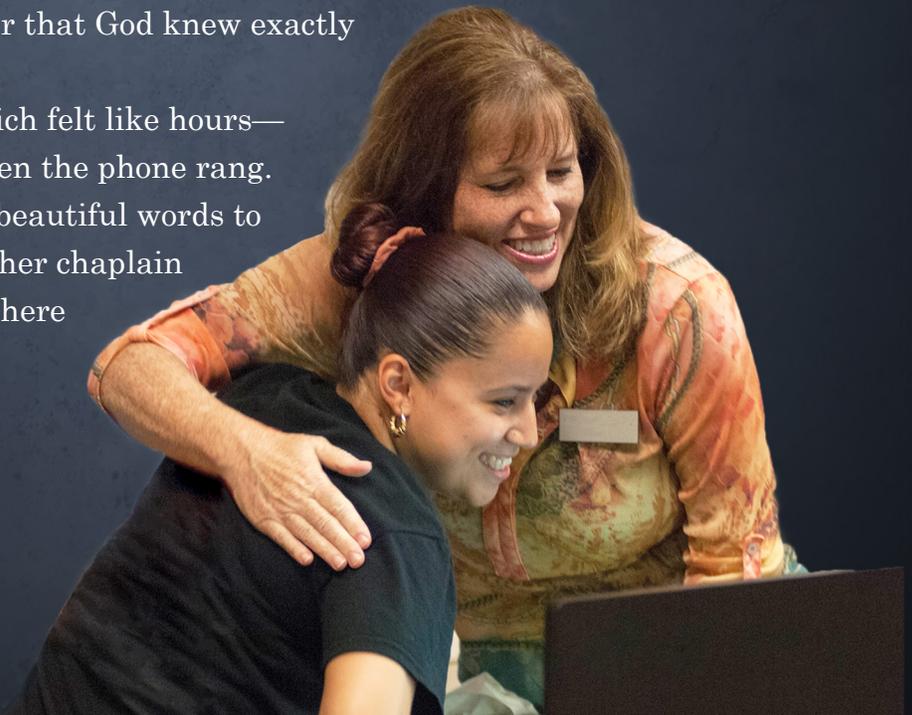
## DISTRAUGHT MOTHER . . .

Nothing could be worse than a missing child! Annabelle was missing! Gone! She was not on the school bus!

Chaplain Lauren was not scheduled to go to Plant B that day. However, she felt led to drop by for just a few minutes. When she walked into the office, she discovered a very upset young mother whose little girl was Annabelle. As Lauren stepped into the office, Jessica ran to her and fell on her, sobbing that Annabelle was lost.

As this young mom hugged the chaplain, Lauren began to pray earnestly for the little girl's recovery. She gently walked Jessica to a chair and knelt beside her, assuring her that God knew exactly where Annabelle was.

For about 30 seconds—which felt like hours—she continued to quietly pray. Then the phone rang. “They found her!!!!” Those were beautiful words to one extremely upset mother and her chaplain who wasn't even supposed to be there that day.



## HOPELESS AND SUICIDAL . . .

The fight was “on.” The words were profane as another employee was the object of Ellen’s terror.

Yes, Ellen “snapped” and was instantly fighting with another employee. Her employer called Chaplain Carole in a panic. By the time Carole arrived, Ellen had settled down and the vulgar words had stopped.

Carole calmly asked Ellen what had happened. Ellen immediately began to cry and told her that a few days earlier she had wanted to commit suicide. She had recently left prison but had nowhere to live. No one would rent to her. She felt hopeless. Carole asked her if she had had a plan to take her life, and Ellen answered, “Yes. I was going to buy a bunch of pills, take them, and then drive around town.” A friend found Ellen with pills in hand and stopped her from taking her life.

Carole and Ellen talked for over an hour. Through their conversation, Ellen began to grasp and understand that God cared about her and he valued her life. In fact, he is the one who nudged her friend to look for her that night!

The next week when Carole came in for her weekly visit, Ellen was a new person! She smiled the whole time and said, “I am 100% different! I can’t thank you enough. People keep asking me why I am smiling so much because they haven’t seen me smile in years!”



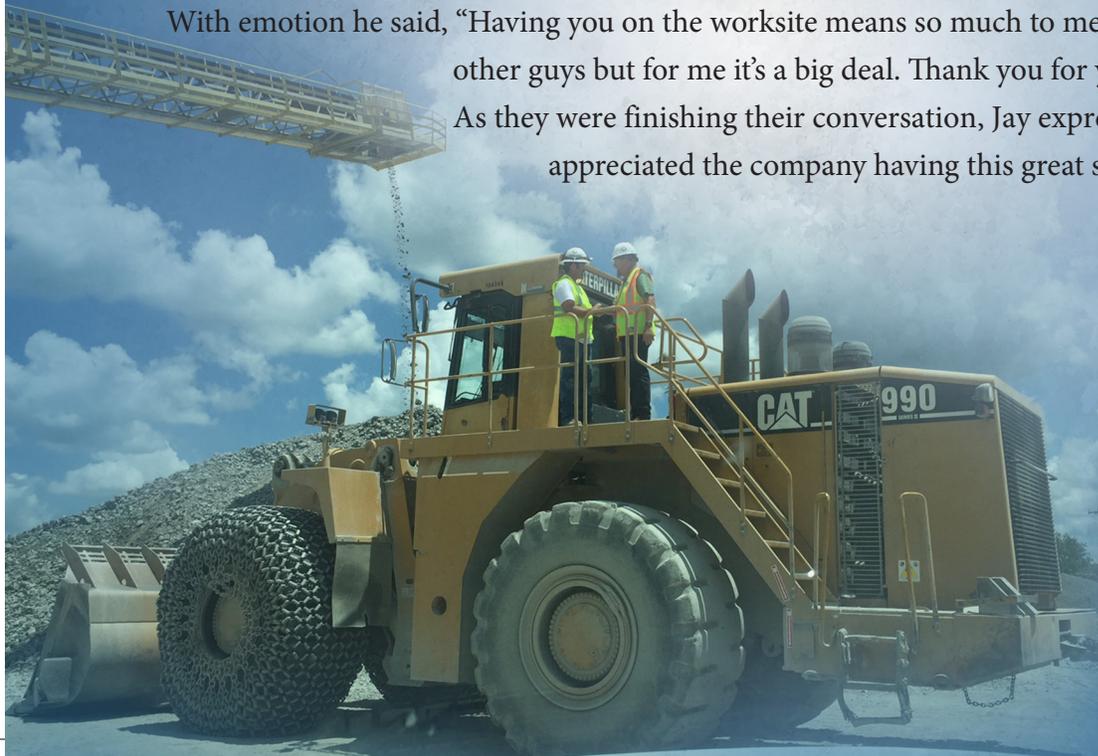
## LARGE TRUCKS, BIG CONCERNS, HUGE THANKFULNESS . . .

Jay's life was at a dangerous and tragic crossroad. Nothing was going right. Every relationship seemed to be coming apart at the fragile seams. What was the point, anymore?

While driving his front-end loader at a quarry, Jay contemplated his ongoing family difficulties. His teenage son was making some questionable choices in friends. His father was hospitalized and his health was failing.

Chaplain Kurt asked him regularly how things were going. Eventually, Jay asked Kurt to pray for him and his family. As time went on, the family issues Jay faced worked out for good.

On a recent visit, Jay motioned Chaplain Kurt to come up on the deck of his front-end loader. With emotion he said, "Having you on the worksite means so much to me. I don't know about the other guys but for me it's a big deal. Thank you for your prayer and your care!" As they were finishing their conversation, Jay expressed how much he appreciated the company having this great service.



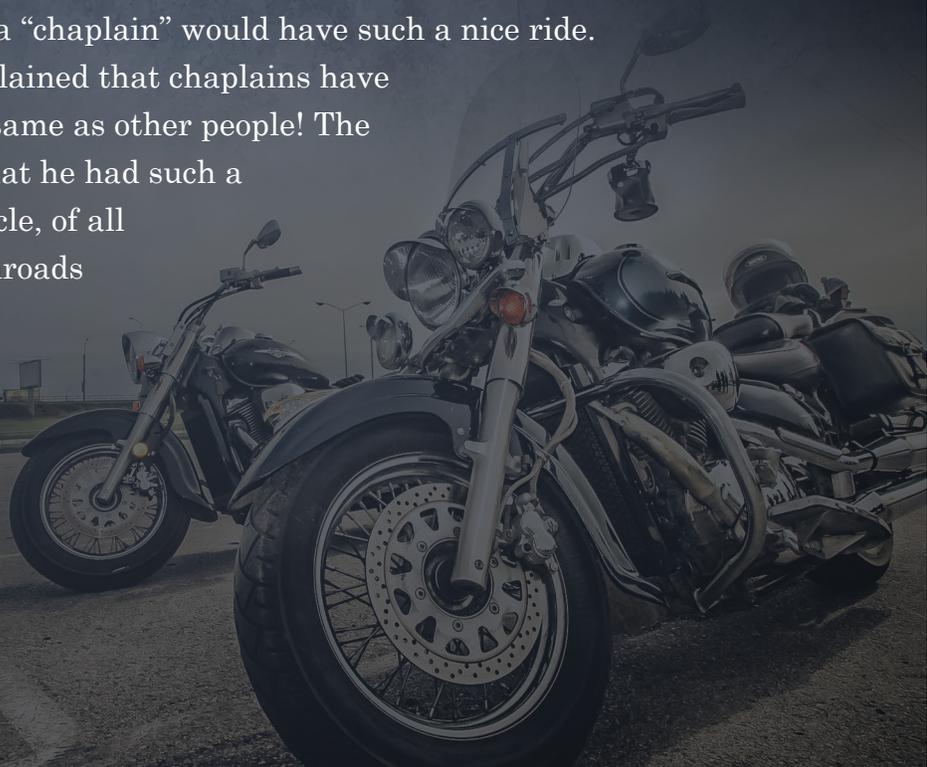
## MOTORCYCLE INROADS . . .

Sometimes they are called “Bikers” or “Rollers.” This time the Harley-Davidson owner is called “Chaplain.”

The weather was finally nice enough that Chaplain Bryson could ride his motorcycle to the plant. He parked his Harley and signed in. While greeting a few employees, he mentioned that he had ridden his bike to the plant that day. The men were fascinated and eager to see it!

They strolled out to the parking lot and he showed them his Harley. Within a few minutes nearly a dozen employees surrounded him and his bike. They were astonished that a “chaplain” would have such a nice ride.

Chaplain Bryson explained that chaplains have passions and interests the same as other people! The men were totally thrilled that he had such a “cool” interest. His motorcycle, of all things, gave the chaplain inroads to conversations and new relationships. This motorcycle works.



## NINE YEARS OF SUPPORT . . .

A beloved son won't listen. His spirit is defiant. He is hanging around the wrong people and getting into major trouble. His parents are helpless.

Evelyn and Marcus have been struggling with their son Alex for many years. Chaplain JoAnn has been walking alongside them for nine of those years. Alex went from smoking pot and getting suspended from school to gambling, stealing and, now, jail.

As JoAnn accompanied the bewildered parents to a Circuit Court Hearing to determine if Alex's recent crime would be a permanent felony on his record, they prayed and talked. Evelyn said she had recently been thinking and reflecting about these struggles her family has experienced. She was trying to define how a chaplain fit into their lives. Evelyn finally settled on the word "mentor."

Evelyn said she has grown as a person and learned so much about how to know and understand God, life and truth in their time together over the years. She has grown significantly in her faith and thanked JoAnn for being honest with her. Her mentor and chaplain had demonstrated love and care for her family through their ongoing struggles.



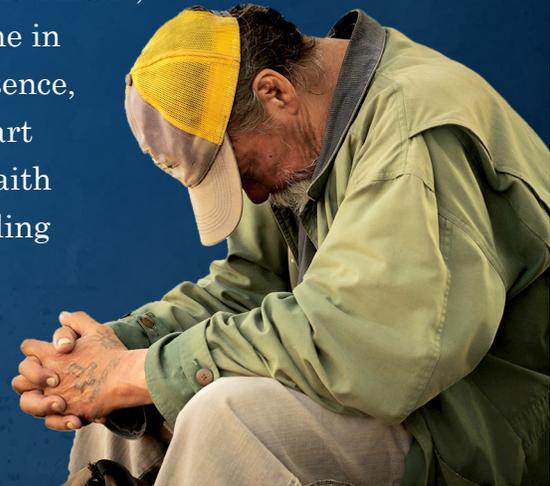
## TRANSFORMATION . . .

Drugs, alcohol, a family, no money and no one to help reduced Roberto's life to a human disaster. There was no relief in sight.

Roberto's wild lifestyle had placed him in prison and he was just getting out. He was married and the father of three beautiful young children, earnestly trying to put his life back together by working a fulltime job but still couldn't get ahead to provide a home for his family. The five of them were living in his car.

The father of three began to despair believing his family would be better off without him. One day at work he found the Marketplace Chaplains employee care service brochure. He called the number on the back. He shared his story with Chaplain Harry who listened patiently and agreed to assist him. The chaplain team then started making phone calls to shelters in the area. After persistently calling fifteen different shelters, no one had space for the family. Not willing to give up, the chaplains called local hotels to see if they would help. At last, they found someone willing to house Roberto and his family.

When the chaplains told Roberto how many calls they had made, he was amazed to hear how much work the chaplains had done in order to find a place for his family to live. Through the persistence, practical care and ongoing love of the chaplains, Roberto's heart was softened and his life began to change for the better. His faith has grown stronger. He went from despair to joy! The astounding transformation has begun.



## CARE FOR SENIORS . . .

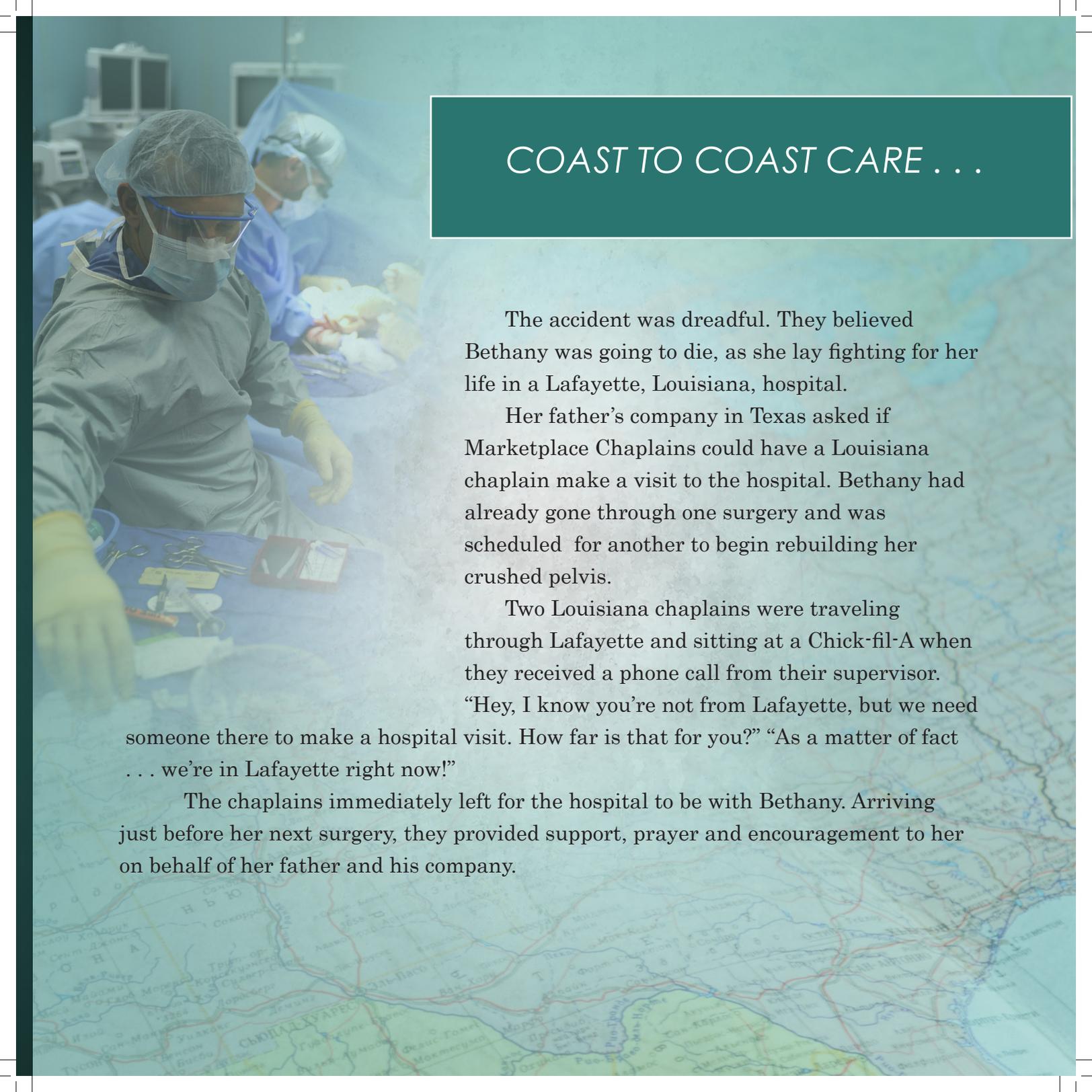
People matter. Senior adults matter. A brief word of kindness, a moment of attention or someone praying for another can have an enormous impact on one life.

Visiting a senior living community, Chaplain Tim stopped by Suzanne's office to ask if any resident was in need of a special visit. Suzanne asked him to visit Bob, a resident who had been discouraged and was skipping meals in the dining hall. His buddies missed him at their table.

With Suzanne's encouragement, Tim visited Bob for about 30 minutes and told him he was missed during meal times. Chaplain Tim shared how his friends were asking about him. Bob seemed to perk up and they prayed together before Tim needed to leave.

When Tim returned the next week, Suzanne told him that Bob was doing much better and had been coming to the dining hall for meals. Suzanne thanked him and said that whatever he had told Bob must have made an impact. Tim only smiled as he noticed how Bob and his friends were back enjoying each other's company again.





## COAST TO COAST CARE . . .

The accident was dreadful. They believed Bethany was going to die, as she lay fighting for her life in a Lafayette, Louisiana, hospital.

Her father's company in Texas asked if Marketplace Chaplains could have a Louisiana chaplain make a visit to the hospital. Bethany had already gone through one surgery and was scheduled for another to begin rebuilding her crushed pelvis.

Two Louisiana chaplains were traveling through Lafayette and sitting at a Chick-fil-A when they received a phone call from their supervisor.

"Hey, I know you're not from Lafayette, but we need someone there to make a hospital visit. How far is that for you?" "As a matter of fact . . . we're in Lafayette right now!"

The chaplains immediately left for the hospital to be with Bethany. Arriving just before her next surgery, they provided support, prayer and encouragement to her on behalf of her father and his company.

## FROM ANGER TO FORGIVENESS . . .

Truth, God's truth changes lives. Truth sets people free. Chaplains are always available and ready to deliver not just a good word but words of truth.

Chaplain Wes taught a WorkLife Growth Series session to company employees on the "Power of Forgiveness." The session had a profound impact that resonated with Alan.

About two years ago, Alan was stabbed by four gang members. He was hospitalized for fifteen days. He was told by doctors that if the stab wound on his neck had been millimeters to the right, he would have died on the spot.

The session on forgiveness deeply affected him. He had a lot of anger and resentment toward his attackers. He experienced panic attacks night and day, with an image of the men who assaulted him fresh in his mind. He struggled with the idea of forgiveness but knew that he should forgive these men.

Chaplain Wes met with Alan and helped him work through his anger, disturbing thoughts, and difficult emotions. He eventually came to a place where he could forgive his attackers and successfully move forward with his life. The panic attacks subsided and a new peace and calm took their place.



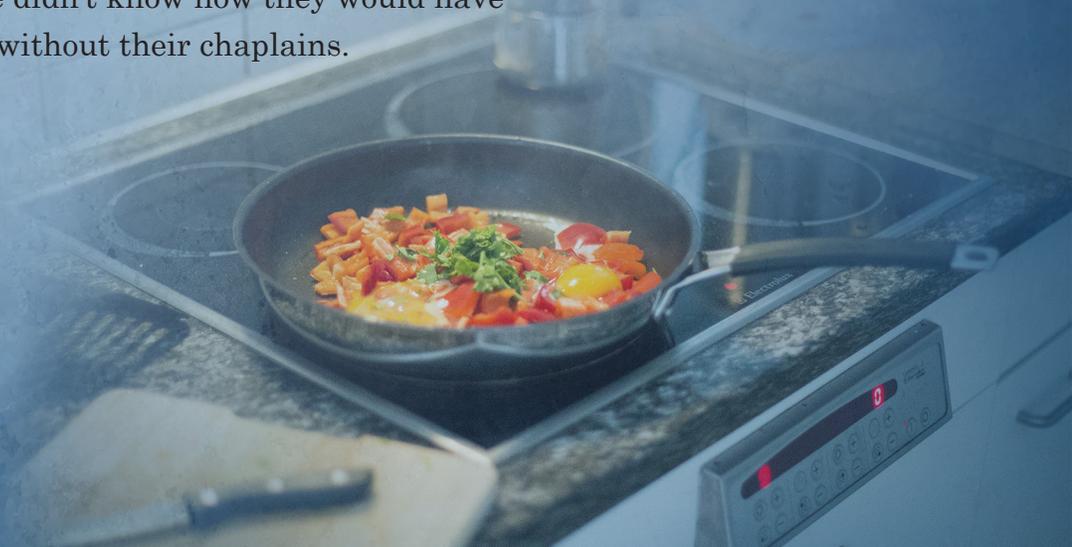
## UNEXPECTED CRISIS . . .

He was young. He was the picture of good health. He was now dead on the kitchen floor.

Adam, an otherwise healthy 33-year-old electrician, was home cooking dinner while his wife Jennifer was at a school function. Suddenly, Adam had a fatal heart attack. Their three young daughters were home at the time.

Jennifer came home and found her husband dead on the kitchen floor, surrounded by her daughters, praying for dad. Before long, her husband's chaplain team came to Jennifer's aid, supporting and caring for the whole family during the funeral and afterwards. They counseled Adam's co-workers, as they struggled with Adam's premature unexpected death.

The HR director said the care the chaplains delivered to Adam's family and his fellow employees had provided an incredible value to the company in this single event. He didn't know how they would have gotten through this without their chaplains.



## DISCOURAGED AND ALONE . . .

It was just a mailbox, but it represented so much more. A mailbox to a single mom represented being alone and distressed, dismayed and abandoned.

As soon as Chaplain Katherine saw Lida, she could tell she was completely distraught. They found a quiet place and Lida began to cry. She told Katherine that she was very discouraged. She felt completely alone; no one was helping her out.

Lida then shared, “I know this isn’t a big thing. But somebody stole my mailbox! Why would someone do that?! I can’t get my mail and I have bills to pay! I bought a new one but no one will help me put it up!” Katherine listened and prayed with her and eventually Lida stopped crying and said she felt better. The rest of that day Katherine prayed that God would send someone

immediately to put up her mailbox. Returning the next week, she found a much happier Lida. She was smiling and her entire countenance had changed. Lida explained, “Everything isn’t fixed but I’m much better.” “What about the mailbox?” Katherine inquired. “You know what? My son put it up for me the day you came to visit last week without me even knowing!” What a beautiful answer to a sweet woman’s concerns.



## NEVER GIVE UP . . .

Their marriage was reduced to screaming and yelling. Nothing was getting better, only escalating to the worst of human behavior between two people. Jim was ready to throw in the towel!

Chaplain Randall talked with Jim regularly encouraging him to apply prayer, patience, and forgiveness in his marriage. After a few months, things got worse! He was kicked out of his house. Randall encouraged him to be patient and to persevere telling him not to compound the problem by seeking a divorce. Jim swallowed his pride and resolved to try Randall's suggestions.

Recently Jim reported with great joy that he was back in his home and that he and his wife were both working on their marriage. His young children were delighted to have mom and dad back together again. He is grateful that he did not throw up his hands in despair and walk out on his marriage. His love for his wife has been rekindled and they are making positive strides, learning new ways of communicating with each other and building a stronger family.



## INTERNATIONAL CARE . . .

Her family lived in Mexico. Her father had just died. Sofia felt helpless with her mother all alone, so far away.

Chaplain Daniel visited with Sofia, a new employee, and shared the benefits of her Marketplace Chaplains Care Team including the care coverage for extended family living in the United States, Canada, and Mexico. Sofia began to cry and asked, “Can you please reach out to my mother in Mexico?” She relayed that her parents had recently moved to Mexico City and her father had just died leaving her mother all alone.

Sofia asked, “Can you really help my mother? She’s very sad and has no one to care for her and feels so alone.” Daniel contacted the chaplain network and a chaplain in Mexico was available. Ten hours after speaking with Sofia, Chaplain Maria contacted her mother and stopped by her home. She was able to connect her with other resources and people in the area. Both Sofia and her mother were extremely grateful for the care and concern they received from their chaplains and the beautiful connection it provided, so far away.



## MARRIAGE DEVASTATION AND RESTORATION . . .

The marriage was broken. A six-year-old boy was the result of an affair. Christa did not know what to do about her unfaithful husband.

Christa, a painfully shy employee, called Chaplain Nathan at the urging of a co-worker. Sobbing, she told him that she had just discovered that her husband of twenty years had been disloyal to her. The fact that he had a son with “another woman” was almost too much to imagine. She was devastated. Nathan listened to Christa, encouraging her and providing wise guidance related to her troubled marriage.

She relayed that her husband may be willing to meet with him as well. As they ended their conversation, he prayed for Christa and her husband. She indicated that their time together had really given her a different perspective on her challenging circumstances. Overwhelmed as they began talking, she left with a renewed confidence that God was still very much in control and not all was hopeless.

Nathan met with Christa’s husband and the couple began attending weekly counseling, both individually and together, and are moving forward in their marriage with optimism.



## DEMONSTRATED CARE . . .

Sudden death brings unexpected pain, shock and trauma. No one ever knows when it can happen to them or someone close to them.

Chaplain Phil was making a worksite visit at the manufacturing plant when his cell phone rang. Martin, a truck driver hauling animal feed, had been hit by a train. Immediately, Phil ran to his car and drove to the wreck site to see if there was anything he could do to be of assistance.

Tragically, Martin had been killed instantly. Phil accompanied the company leader to deliver this difficult news to Martin's wife and children. With the family in a state of shock, he stayed with them for a few hours helping as he could. The grieving wife was extremely grateful for his kindness, love and concern. She asked him to conduct the funeral for her husband.

Chaplain Phil not only served the family at the memorial service, but continued to demonstrate care and comfort for Martin's family through the ensuing months and challenges ahead.



## READY TO CARE?

**Every 4 minutes** of every workday, an employee is reaching out to a Marketplace Chaplain for help, hope, encouragement, response, prayer, and just someone to hear them as they battle life's daily problems and crises.

You just read a glimpse into what our wonderful Chaplains do every day as they serve, at all hours, in any situation, with no "heads-up" as to what the next call or need will be.

If you are in company leadership and would like to provide this level of support for your people, or you are called to serve as a Chaplain in the workplace, please visit our website and contact us to learn more.

We would love to hear from you.

[www.mchapusa.com](http://www.mchapusa.com)



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