

A QUARTERLY PUBLICATION OF ADVENTIST CHAPLAINCY MINISTRIES

THE

ISSUE 4 2020

# ADVENTIST CHAPLAIN

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**EMOTIONAL  
INTELLIGENCE**

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IMPROVE DECISION MAKING

**WELL-BEING**

INCREASED TEAM PERFORMANCE

LEADERSHIP  
increased leadership ability

**TEAM**





# GROW YOUR EMOTIONAL INTELLIGENCE

## PERSPECTIVE

By Chaplain Gary Buddoo-Fletcher, D.Min., JP

Chief Chaplain, Jamaica Constabulary Force

When God created humans, He made them in His image. The psalmist wrote in Psalm 139:13, 14, “You made all the delicate, inner parts of my body and knit me together in my mother’s womb. Thank you for making me so wonderfully complex! Your workmanship is marvelous—how well I know it.”

God did not create humans to be automatons who function only to eat, sleep, and work. A part of the complexity that He knit into our bodies includes emotions. Understanding how to recognize and manage our emotions plays an essential role in relationships at home and in the workplace. This understanding and recognition is known as emotional intelligence

### WHAT IS EQ?

Emotional Intelligence or EQ is the ability to recognize and effectively manage your own emotions as well as those of others. Emotional intelligence refers to

the ability to perceive, control, and evaluate emotions. Some researchers suggest that EQ can be learned and strengthened, while others claim it is an inborn characteristic.

Another way of putting it is that EQ is the ability to identify, understand, use, and manage emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges, and diffuse conflict.

EQ impacts many different aspects of your daily life, such as the way you behave and the way you interact with others. If you have high emotional intelligence, you are able to recognize your own emotional state and the emotional states of others. You can engage with people in a way that draws them to you. You use this understanding of emotions to relate better to other people, form healthier relationships, achieve greater success at work, and lead a more fulfilling life.

Understanding and managing your own emotions and understanding and managing others emotions will

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# Understanding how to recognize and manage our emotions plays an essential role in relationships at home and in the workplace.

help you form healthier relationships, achieve greater success at work, and lead a more fulfilling life.

A number of studies, now indicate that IQ can predict only one to 20 percent, or an average of six percent, of job success. EQ, on the other hand is responsible for between 27 to 45 percent success in any given job. You cannot make up for soft skills with hard work. These soft skills include utilizing your EQ.

Today, companies worldwide routinely look through the lens of EQ in hiring, promoting, and developing their employees. For instance, Johnson and Johnson found that in divisions around the world, those identified at mid-career as having high leadership potential were far stronger in equal competencies than were their less promising peers.

The ability to manage emotions effectively is a crucial part of emotional intelligence by regulating emotions, responding appropriately,

and responding to the emotions of others are all important aspect of emotional management.

It is said that all information to the brain comes through our senses. When this information is overwhelming, stressful, or emotional, instinct will take over. Our ability to act will be limited to the flight, fight, or freeze response. Therefore, to have access to the wide range of choices and the ability to make good decisions, we need to be able to bring our emotions into balance at will. In other words, we must be able to manage our emotions at will, even in crisis. They should not manage us.

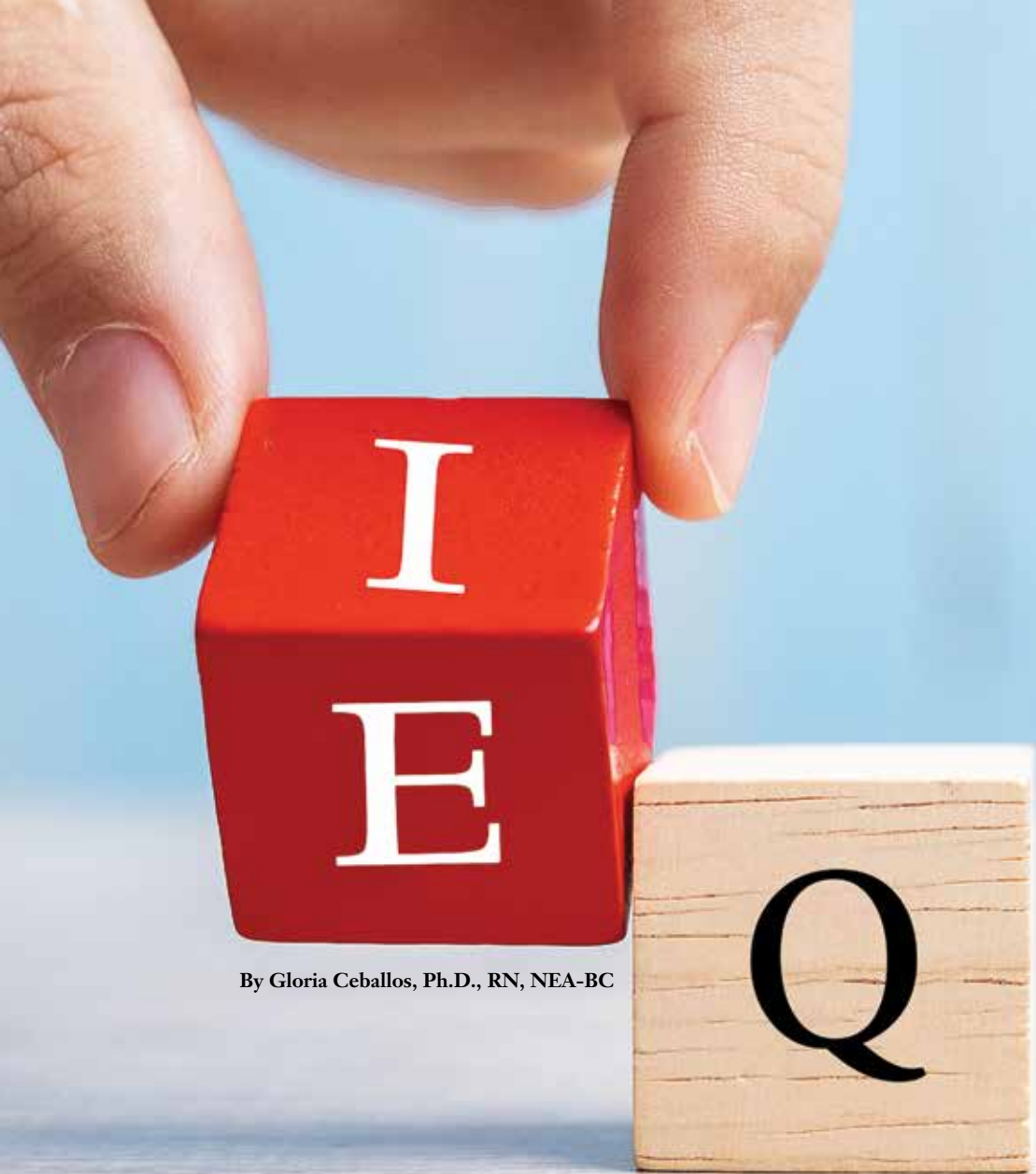
In this issue of *The Adventist Chaplain*, Dr. Gloria Ceballos shares her research in the area of EQ and how you can develop it to empower your chaplaincy, your personal and work relationships, and utilize both emotional and rational thinking in your daily life.

## WHAT'S

Please share what is happening with chaplaincy in your part of the world.



- Send it to [ACMEditor@gc.adventist.org](mailto:ACMEditor@gc.adventist.org)
- Copy your Union and Division ACM Directors.
- Include your email and phone number.



By Gloria Ceballos, Ph.D., RN, NEA-BC

# EMOTIONAL INTELLIGENCE

—WHAT CAN YOU SEE?



Learning about Emotional Intelligence (EQ) is essential for the daily life and practice of a chaplain. EQ has been described as the missing link when studying the difference between people with successful careers and relationships and those who do not. It has evolved from the question how can a rational human being let their emotion lead them to do something irrational?

In the study of modern psychology, the EQ concept represents a stage in the evolution on the thinking on the relationship between reason and emotions. Thorndike and Wechsler<sup>1</sup> in 1930 began proposing that there was a relationship between emotions and reasoning. Forty years later, after studying the effects of depression and memory<sup>2</sup>, psychologist John Mayer was the first to define emotional intelligence. Simultaneously Howard Gardner had been developing the theory of multiple intelligences.

In 1983, Gardner<sup>3</sup> published his theory which proposes that intelligence is a biological and psychological potential that depends on factors consisting of culture, experiences lived, and motivation. The main focus of this theory is distinguishing how intelligent the person is from how the person is intelligent. For example, a person can have a very high Intelligence Quotient (IQ), but can't sing a note or doesn't have many friends. Perhaps this

person is not intelligent in the musical or social domains.

Gardner's theory has been widely used by educators in adapting their teaching methods to the way students may learn. Gardner's multiple intelligences include musical/rhythmic, visual and spatial, mathematical, body-kinesthetics, social intelligence (interpersonal and intrapersonal), existential, and moral/spiritual intelligence.

Emotional Intelligence in Gardner's theory is part of social intelligence. As research and theories grew, two opposing thoughts dominated the discussion of EQ. The first is that if EQ is an intelligence or an ability, then it can be empirically measured. The second thought is that EQ is a trait that describes behavioral dispositions, such as the different personality types. For example, a Myers-Briggs tool measures psychological preferences in how people perceive the world and make decisions. This cannot be empirically measured because it depends on self-report or how you report how you think you do or act.

As I embarked to study this subject during my doctoral studies, I was absolutely sure that when I took an EQ test I would score very high. The truth is that I scored average. Just plain average.

In 1998<sup>4</sup>, Goleman popularized the EQ concept and since then it has

IN THE STUDY OF MODERN PSYCHOLOGY, THE EQ  
CONCEPT REPRESENTS A STAGE IN THE EVOLUTION  
ON THE THINKING ON THE RELATIONSHIP BETWEEN  
REASON AND EMOTIONS.

been widely studied and written about. Scholars continue the conversation in sharing research findings that inform all areas of society. Several research studies suggest that EQ influences stress management, accountability, time management, flexibility, communication, trust, empathy, and decision making. Other studies show that EQ accounts for 58 percent of performance across all types of jobs. Ninety percent of high performers have high EQ versus 20 percent of low performers have high EQ. People with high EQ tend to make more money.

EQ competencies are better at predicting leadership efficacy than intellectual and managerial competencies. In some organizations, EQ training has decreased turnover by 50 percent. A frequently asked question is whether gender differences exist as it relates to EQ. Some findings have shown that women tend to score higher in social awareness and relationship management competencies than men. Another study showed that men and women

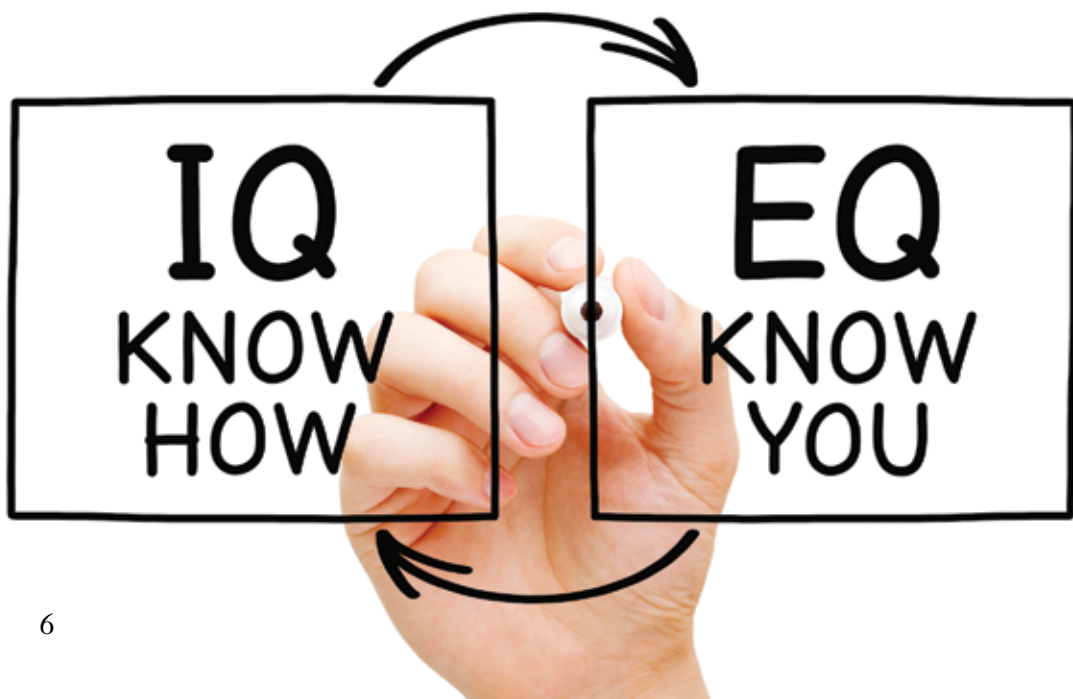
score about the same in self-awareness competencies, but men score higher in tests that measure self-management.

## DEFINING EQ

Emotional intelligence is an ability or capacity to perceive, assess, and manage the emotions of one's self and of others. There is something intangible in each of us that affects how we manage behaviors, navigate social complexities, and make personal decisions that achieve positive results.

Meyer, Salovey, and Caruso (1998)<sup>5</sup> developed a tool that empirically measures EQ as an intelligence, not a trait. They define EQ as perceiving, using, understanding, and managing emotions. These four areas are described as branches of EQ.

Perceiving, the first branch in the theoretical model, asks the question what is it that I or another person is feeling? Using emotions is part of the facilitating thought branch which asks how will the emotion I or another is feeling, be handled? Understanding



# EMOTIONAL INTELLIGENCE IS AN ABILITY OR CAPACITY TO PERCEIVE, ASSESS, AND MANAGE THE EMOTIONS OF ONE'S SELF AND OF OTHERS.

emotions, the third EQ branch is the ability to understand emotional information. To be able to predict what happens next in the flow of the emotion such as what is the normal course or path this type of emotion can take. An example is seeing or feeling anger and understanding it can cause violence in certain situations.

The fourth branch of managing emotions is the ability to be open to feelings and to modulate them in self and others. The individual has the ability to turn around a situation, which can have negative effects towards a positive outcome.

It is also important to note what EQ is not. EQ is not being nice, being overly emotional, a personality type, or the opposite of IQ. To be emotionally intelligent is to be smart about feelings and to have the ability to blend feelings and thinking to make wise decisions and foster meaningful relationships.

How does EQ work? To answer this question, we have to look at the brain where emotions are felt and reasoning occurs. Bradberry and Greaves have a very simple explanation. The front of your brain is where reasoning takes place. However, emotions enter the spinal cord in the back/base of the brain and have to travel through the limbic system in the middle of your brain where the emotion is felt for you then to reason what action you will take. The action taken because of the emotion you are feeling may be totally irrational or not coinciding

with reality if you let the emotion lead your action.

People who know me may know that I am terrified of snakes. When I see something that I think looks like a snake I scream and take off running when what in reality could have been just a dead tree branch that my spinal cord interpreted to my brain as a snake. Therefore, fear takes hold of me.

It takes six seconds for the emotion felt in limbic system to reach the reasoning portion of our brain in the front of our head. So, the adage “count to ten” may be an action that will help you let the emotion reach the reasoning part of the brain where a rational decision or action can be taken.

In my snake example if I wait six seconds or count to ten, my awareness and understanding that I am feeling fear and how I have reacted in the past had not been very rational. I stop, look more closely, and see that what I am looking at is a dead tree branch, not a snake. Therefore, there is no need to scream or take off running.

Can one observe EQ in action? The answer is yes. Competencies of self-awareness, self-management, social awareness, and relationship management are reflected in the way individuals behave and interact with others. Bradberry and Greaves documented observed behaviors of leaders by interviewing their employees or people who worked on their teams. These will be discussed in greater degree later in the article.

The difference between IQ and

# THE DIFFERENCE BETWEEN IQ AND EQ IS THAT AN INDIVIDUAL CAN LEARN SOME SKILLS THAT WILL FURTHER DEVELOP COMPETENCIES IN EACH AREA OF EQ.

EQ is that an individual can learn some skills that will further develop competencies in each area of EQ. But of all these competencies, self-awareness is the anchor of all the other competencies. Self-awareness is the ability to accurately perceive your own emotions in the moment and your tendencies across any situation you encounter. Know thyself first. Knowing what makes you tick facilitates the other EQ skills. Acknowledge that emotions always have a purpose.

It is interesting that 83 percent of people scoring high in self-awareness are high performers. They are more successful because they are able to match what they want to do with their strengths.

Most people do not discover the benefit of self-awareness until they have a crisis, such as being fired or having an argument that ends a relationship. Only 36 percent of people who take an EQ test accurately identify emotions as they happen. Developing awareness of how each emotion feels and how one reacts to them will help in identifying when this occurs.

Bradberry and Reaves documented what behaviors employees and team members observed in their leaders who did or did not demonstrate EQ competencies. These behaviors can be observed in people in general. So, as you read these, ask yourself how would you be described by others observing you. Strategies on how to

develop or improve skills in these competencies are also suggested.

## SELF-AWARENESS

### Observed behavior examples of someone that is self-aware:

- The person takes bad news well, and then comes together to find solutions.
- Is open and authentic at all times. Aware of tone of voice and clearly sends a message.

### Observed behavior examples of a person not self-aware:

- Doesn't know how they come across.
- Doesn't let you get a word in. It's his way or no way.

### Skills to develop to enhance your capability to be self-aware.

- Feel your emotions physically. For example, can you cry? If not, how do you feel sadness?
- Watch yourself like a hawk. Reflect on how you handle difficult situations.
- Ask why you do the things you do.
- Don't run away from discomfort.
- Know what pushes your buttons.
- Know yourself under stress.
- Seek feedback.



## SELF-MANAGEMENT

Self-management is the ability to use the self-awareness of your emotions to stay flexible and direct your behavior positively. You are able to manage your emotional reactions to situations and people. Self-management is not just keeping from exploding. It is consciously choosing how you will behave.

### Observed behavior examples of people managing themselves:

- While everyone else talks and gets involved in heated discussions, they listen and always bring clarity to the discussion.
- Never hearing them speak negatively of someone who has a different opinion or idea, even when they feel strongly about a situation.

### Observed behavior examples of someone who doesn't self-manage

- Allows emotions to rule their decisions. Doesn't let things settle down before acting hurriedly.
- Is not proactive, but always reactive. Shows how stressed they are. Shares information inappropriately

### Strategies to develop skills is self-management

- Wait six seconds. Count to 10. Studies show the emotion is felt first, and that it takes six seconds to elicit a reaction.
- Deep breathing will provide oxygen to your brain and relax you.
- Get enough sleep to prevent irritability.
- Sleep on decisions that elicit strong emotion.

- Manage your self-talk by always choosing to be positive and seeing positive intent in interactions. Don't always assume people want to wrong you.
- Participate in self-care. Take vacations. Do things you enjoy with people you love.

## SOCIAL AWARENESS

Social awareness is the capacity to accurately pick-up on the emotions of other people. You understand what is really going on with them. You perceive what other people are thinking and feeling, even if you don't feel the same way. You are empathetic. Listening and observing are the most important elements of social awareness.

To be socially aware you have to spot and understand peoples' emotions while you are in the middle of experiencing their reactions. An example of this may be physician or a patient yelling at the chaplain about something they know nothing about. Trying to put yourself in the shoes of the other person.

### Observed behavior examples about someone that is socially aware

- They do so well at handling the frustrations that are expressed at meetings. They nod their heads and lean forward to listen to what is happening.
- They ensure everyone involved has an understanding of what is being communicated.

### Observed behavior examples of someone not socially aware:

- Never socializes and never makes one feel good about their own ideas.

- Gets caught up in their own ideas which prevents them from following what others are saying.

### Strategies to develop skills in social awareness:

- Greet people by name. Everyone loves to hear their name.
- Watch body language. Most of what is being communicated is being said in how the person looks or behaves.
- Understand the concept that there is a time for everything. Pick the right time to address difficult conversations.
- Plan for meetings. This denotes consideration and respect for others.
- Go people watching to see if you can name what they are feeling by their behavior and what they like.
- Step into their shoes. For example, imagine what it feels like to be disfigured or to be alone with no one left in the world.
- Catch the mood of the room. This will greatly impact what you are trying to accomplish. Is there anger or anxiety? Or is everyone happy and ready to go work on the task at hand.

## RELATIONSHIP MANAGEMENT

Finally, there is relationship management. This skill taps in all the other three skills. This is the ability to use the awareness of your own emotions and those of others to manage interactions successfully. It is the bond that is built between people over time. It ensures clear communication and effective management of conflict.

### Observed behavior examples in a person who can manage relationships:

- We always know when the person is in a situation where there is conflict, the conflict will be resolved when they are around.
- They put everyone at ease.
- When talking to someone it feels like they are only focused on what the other person has to say.

### Observed behavior examples in a person who doesn't manage relations

- Dismisses people without any thought to what they are saying.
- Is judgmental and says negative things about the team and other people.

### Strategies to develop the skill

- Be open and curious. People love to talk about where they come from and the culture they are from.
- When you care, show it.
- Don't avoid the inevitable.
- Don't give mixed signals.
- Acknowledge other people's feelings.

For chaplains, Clinical Pastoral Education (CPE) is a foundational professional training to develop skills to increase EQ. The practice of observing clients, writing the verbatim report, which is then interpreted and reflected on, helps you explore and understand how the heart and mind meet to be emotionally intelligent. Taking an EQ test available commercially may provide insight into what areas you need to grow in to improve your EQ.

# THE BIBLE, OUR MAIN SOURCE OF SPIRITUAL RESOURCES, HAS RECORDED MANY STORIES OF HUMAN BEINGS WHO ARE JUST LIKE US.

The Bible, our main source of spiritual resources, has recorded many stories of human beings who are just like us. As we read their experiences, we can identify how they were emotionally intelligent, and how God, through His Spirit, developed their skills to serve the purpose He had for them.

The story of a biblical character who demonstrated high EQ is found in 1 Samuel 25:1-42. Abigail was the wife of a man whose name even meant foolish. Nabal was a harsh, drunken wretch.

This man's actions caused David to desire to kill him and his entire household for his unkindness and not acknowledging or being helpful to those who had helped him.

Abigail's name reflected what she was "joy of her father." Other than being beautiful, the Bible specifically describes her as intelligent. Her name suggests she was a very positive person. How else could she have handled being married to such an awful man?

Abigail was able to recognize the foolish actions of her husband toward the future king of Israel. She was socially aware of all that was happening between King Saul and the future king—David. She was God fearing.

Abigail managed her relationships with her household in such a manner that the servants ran to her, not to Nabal, to report that a terrible fate might await them all, due to her husband's actions.

They promptly obeyed and helped her arrange everything needed in order for Abigail to meet with David in a way that Nabal would not know she was taking care of the threat.

Abigail was self-aware and knew how and when she needed to approach David to appeal to his heart and avoid a terrible tragedy. She humbled herself by going down on her knees, bowing down on the ground. She asked David to forgive her husband. She named exactly that her husband was indeed foolish. David immediately made the decision not to continue on the destructive journey he had embarked on. Read this article again and see how Abigail exhibited the competencies discussed.

Take time to read how David's relationship to God helped him examine his heart and become a man after God's own heart. There are many other stories God has revealed to help us grow in wisdom and use emotional intelligence to accomplish His purpose for us.

<sup>1</sup> [https://www.ocf.berkeley.edu/~jfkhlstrom/social\\_intelligence.htm](https://www.ocf.berkeley.edu/~jfkhlstrom/social_intelligence.htm)

<sup>2</sup> <https://link.springer.com/article/10.1007/BF00991831>

<sup>3</sup> <https://www.simplypsychology.org/multiple-intelligences.html>

<sup>4</sup> <https://hbr.org/2015/04/how-emotional-intelligence-became-a-key-leadership-skill>

<sup>5</sup> <https://www.jstor.org/stable/20447229?seq=1>

Months of planning were scheduled to culminate at the 3<sup>rd</sup> Adventist Chaplains World Congress live event in Indianapolis, Indiana. In March, due to the global spread of COVID-19, the decision to move to an online virtual event became the most viable option for the Congress. This meant a return to planning mode.

“We expected between 350-400 chaplains in attendance at the live event,” says Mario E. Ceballos, Director, Adventist Chaplaincy Ministries. “A virtual event opened the possibility to have more people attend.”

After reflecting on what had been scheduled for the Indianapolis gathering, plans moved forward to present training in



## 3<sup>RD</sup> ADVENTIST CHAPLAINS WORLD CONGRESS

# 2020

# GOES GLOBAL

By Deena Bartel-Wagner, Editor, Adventist Chaplaincy Ministries



general chaplaincy and the following endorsement specialties—campus, community, corrections, health care, law enforcement, and military. Most of the Congress speakers had already begun preparing their presentations. Rather than speaking live, each presenter would be filmed at a location near their work. The video files would be edited and prepped for the streaming event. With this additional work, the decision was made to host the Congress in October. Moving the date would allow the time needed for the necessary video production work.

## FILMING, PRODUCTION, AND REGISTRATIONS

Coordinating schedules, flights, and taping days was added to the to-do list. The video crew travelled to Virginia, Washington, California, Michigan, Maryland, and Puerto Rico to capture the speakers' presentations on camera.

Arrangements also needed to be made to record speakers who were unable to travel to any of the scheduled taping sites.

"As the weeks passed, the

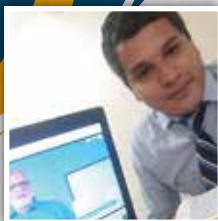


registrations began to increase," says Ceballos. "We easily crossed the 400 mark, and the numbers continued to build. By the end of September, our numbers increased to 500 registrants."

With chaplains from all 13 world divisions registered, another choice was made. The Congress would be streamed in local times that would be best for viewing. "The final plan was to have three daily streams," says Ceballos. "The first daily stream would be to Australia and Asia. The second would be to Africa and Europe, and the third would be to the Americas. This meant the media team would



Do Right.  
Love Mercy.  
Walk Humbly.



stream programming twenty hours a day for the four days of the Congress.”

Throughout the summer months, travel restrictions hindered the ability to film speakers. Finally, everything fell into place, and filming began over a four-week timeline.

## OPENING DAY

The opening day of the Congress was October 19. Eight hundred sixteen chaplains from 70 countries had registered to attend. The opening stream to Australia and Asia began on Sunday night, which was Monday morning 10:00 a.m. Sydney time.

“The Congress was streamed on three platforms—the ACM YouTube Channel, the ACM Facebook page, and a Zoom

meeting that was exclusively for Spanish translation,” says Ceballos. “Chaplain communications through the chat features in both YouTube and Facebook. Our daily viewership was approximately 600 people across three platforms.”

Following each final daily stream, that day’s programming was posted on YouTube, and chaplains who couldn’t watch the livestream caught up during hours they had available. “Several chaplains told us that they found the programming so valuable they watched it again during the next time zone available,” says Ceballos.

## MAKING STRONG CONNECTIONS

Although in-person networking wasn’t a possibility, the four days of programming allowed chaplains to connect with each other and with ACM. “This Congress was a historic event on several levels. We successfully streamed four days of programming and brought training to chaplains who would have been unable to attend an in-person event,” says Ceballos. “We saw our YouTube







subscribers increase to 643, and the ACM database now has over 1,000 registered chaplain profiles,” “Because of the success of the Congress, we are also looking at implementing future online training in 2021 and beyond.”

## ACCESS TO ALL VIDEOS

The daily streams are available for viewing on the ACM-GC YouTube channel at AdventistChaplains. They can also be viewed on the ACM-GC Vimeo channel at Adventist Chaplaincy Ministries at <https://vimeo.com/adventistchaplaincy>.

Chaplains wishing to receive continuing education units for viewing the presentations may contact Adventist Chaplaincy Ministries– General Conference for directions on how to receive credit.



 [www.adventistchaplains.org/index.php/3rd-adventist-chaplains-world-congress-2/](http://www.adventistchaplains.org/index.php/3rd-adventist-chaplains-world-congress-2/)

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Niesha with her husband, Jeff, and daughter, Sadie.

# IT WASN'T AN A-HA MOMENT

**By Niesha Steinke**, Chaplain, Adventist University Health,  
with Deena Bartel-Wagner, Editor, Adventist Chaplaincy Ministries

If you had told me in high school that I would be a hospital chaplain one day, I would not have believed you,” says Niesha Steinke. “I did not know at that time that the Christian walk is an adventure that is full of surprises.”

Niesha’s adventure began by growing up in an Adventist home, where her mother instilled values of faith and God. “In my Caribbean Indian culture, education is highly valued,” says Niesha. “I focused on my academics and was interested in the sciences. I decided to major in psychology when I went to university.”

While attending the University of South Florida, Niesha became actively involved with the on-campus student ministry group of Intervarsity Fellowship. “After I first arrived at the college, I also began attending the local church and was one of just a few students there,” says Niesha. “Eventually, more students came, and we formed an Adventist Christian Fellowship group on campus. This group was a community of my peers who were excited about God.”

Ministry became exciting to Niesha. She found fulfillment by



working at the church's day camp for underprivileged children and coordinating campus events and activities. "Following graduation, I decided to go to Palau, Micronesia and teach for one year," says Niesha. "Continuing my advanced studies didn't seem to be the right fit at that time. My roomful of third-grade students taught me about God's love, forgiveness, and patience."

Ministry opportunities seemed to gravitate to Niesha in Palau. She worked in youth ministry, co-led a Bible study, and taught a Sabbath School class. "After I left Palau, I began to seek out ministry jobs but didn't have success," says Niesha. "In direct answer to my continued prayers, I was offered a taskforce position as Assistant Chaplain of Adventist Christian Fellowship at the University of Tennessee-Knoxville."

The experience she gained at USF equipped Niesha with skills and passion for ministry to students on a secular campus. During that year, she continued to pray about her future ministry and sensed her next step included continuing her education. "Although tempted to attend Fuller Theological Seminary in California, I chose the seminary at Andrews University instead," says Niesha. "I enrolled in the Masters of Divinity program with the plan to serve as an international missionary or a public campus chaplain."

## A DESERT EXPERIENCE

The seminary classes were challenging and enriching, but personal struggles threatened to overwhelm. "My time at seminary was truly a desert experience," says Niesha. "While I learned about God in classes, my faith was tested in my health, my personal



Niesha (far right) ministers to students through AHU's Office of Mission at AHU. She works alongside (left to right): Karen Pastor (chaplain), Betty Varghese (counselor), Reynold Acosta (Director of Spiritual Care), and Beth Spinella (office manager).

life, and my family. In 2005, I was in a serious car accident and suffered injuries that required 18 months of physical therapy."

In her search to find answers for her suffering, Niesha experienced comfort and spiritual strength from Delcy Kuhlman, a spiritual director who listened and provided a non-judgmental presence. "I also participated in an Inner Healing prayer group which was a deep experience of God in a community of women who were willing to be vulnerable," says Niesha. "Through these experiences, I discovered the importance of sitting with another person, even if it is in silence. This action, along with listening, helps create awareness."

## WHY DIDN'T YOU APPLY?

As her seminary experience came to an end, Niesha wanted to learn more about how she could help others heal from the traumas they'd experienced in life. "I wanted to do this, but was also terrified of what the experience could be for me," says Niesha. "I initially applied to enroll in one unit



The AHU Campus Ministry Team from 2016-2017.

of Clinical Pastoral Education (CPE). During the interview process, I was asked why I hadn't applied for a residency. I reconsidered, applied, and was accepted into the residency even though I didn't have the requisite one unit of CPE."

During the next 12 months, the CPE program stretched Niesha personally, professionally, theologically, and artistically. "This was a turning point in my life. I was the only woman in the residency group, and this pushed me out of my comfort zone, but it also helped me find my voice," says Niesha. "I learned that I enjoyed being with patients, hearing their stories and spiritual journeys. I began to consider health care chaplaincy seriously. However, I continued to have a sense of unease about responding to crises, death, and trauma."

## GROWTH IN THE JOURNEY

Following residency, Niesha, and her husband Jeff, moved to Asheville, North Carolina. "Initially, I tried to find work outside of chaplaincy,"

admits Niesha, "but following a month of job hunting, I had no job prospects. Then I received a phone call from Mission Hospital, the regional trauma hospital, with an offer of a part-time position. Shortly after that, Park Ridge Hospital, the community Adventist Hospital, also offered me a part-time position. Eventually, a full-time position opened at Mission Hospital, and I worked there for three more years."

Niesha's time at Mission Hospital proved to be another time for growth and learning. "I was the youngest on staff, a minority, and as the only Adventist, I was also a religious minority," says Niesha. "I learned about being part of an interdisciplinary team, the value of teamwork, and how to help a staff who is busy and often overworked."

As a part of her chaplain role, Niesha joined the organ donation support team. "Accompanying people through such raw emotion is a draining experience. Being new to chaplaincy, I didn't understand that being with others who were in

the midst of grief affected me,” says Niesha. “As I over-extended myself, I learned about the importance of self-care. You have to take care of yourself, allow yourself to be filled to be able to minister to others.”

The desire to be closer to family and begin a family of their own led Niesha and Jeff to move to Florida. “I accepted a position as oncology chaplain at Florida Hospital Orlando (now AdventHealth Orlando),” says Niesha. “Interacting with the patients, hearing their stories, and helping them process both the story and their faith experience is a meaningful experience. As I got to know patients, I also learned how to work through my grief if they didn’t recover.”

When so much in life seemed on track, Jeff became unwell following a celebratory 30<sup>th</sup> birthday sky diving jump. “Eventually diagnosed with post-concussion syndrome, Jeff struggled with various debilitating effects for the next five years,” says Niesha. “It’s so hard to see someone you love in that condition. It was also difficult to be with other people in their suffering during the day and then return home to be with your loved one who is coping with their illness.”

## AN ALTERNATE CAMPUS MINISTRY

Niesha’s desire to work in a campus setting continued to hold interest. In 2016, she applied for a chaplaincy opening with Adventist University of Health Sciences (now AdventHealth University) “I interviewed but didn’t hear anything back,” says Niesha. “Towards the end of the summer, I received a call back for a second interview. When offered the position, I accepted.”

Working in a campus setting where students are preparing for a clinical career is the perfect combination of



Officiating the wedding of two students— Ryan and Catalina Gomez— whose wedding was postponed due to the pandemic (it was at the start in March, before we knew about necessity for masks), located on the AHU Campus.

Niesha’s skills and experience. “Our students shadow chaplains and learn what spiritual care looks like from a chaplain’s perspective,” says Niesha. “They role-play events that they may face in their workplace. For instance, our physician’s assistant students participate in a child drowning simulation and how they might respond to the mother overcome with grief. Occupational therapy students learn how to look into the eyes of a newly paralyzed patient who tells them ‘I never dreamed I’d be in a place of needing to learning to walk again.’”

Witnessing the growth of students energizes Niesha. “Some of the first students I began working with are now completing their training,” says Niesha. “I see how much they’ve grown, and it inspires me.”

## DISCERNMENT AND TRUST

Becoming a chaplain wasn’t a sudden a-ha moment for Niesha. It’s been an exploration of learning to trust God’s leading and practicing discernment. She’s been stretched, challenged, and has overcome her limiting beliefs. Today she continues her professional growth as she imparts to students what she’s learned on her journey.



# MINISTRY IN THE LANGUAGE OF OTHERS

By Chaplain (Colonel) Andrew Pak,  
United States Air Force, with Deena Bartel-Wagner,  
Editor, Adventist Chaplaincy Ministries

As the youngest child of seven siblings, Andrew Pak learned to trust and follow God's leading at an early age. "My parents raised us with love, discipline, and God," says Andrew. "I remember attending church every Sabbath. During my childhood, I felt my role in life was to become a pastor. This desire grew stronger as I dedicated my life to Christ. When I was 12-years-old, my baptism took place in December in a lake in Korea. At that time, I chose to become a fully committed child of God."

During those early years, as his choice to follow God grew, Andrew's dependence upon Him also developed. His understanding of trusting God for protection and comfort became an essential part of his life when his family immigrated to the United States when he was 17-years-old. "Moving to another country, learning a new language and culture, finding new friends isn't easy," says Andrew. "I knew I could still trust my true friend, Jesus, to be with me as I navigated this



change in my life." During his high school years, Andrew finally chose to follow his calling to become a minister.

When he completed high school, Andrew's next step meant college. "I was twenty years old when I left California for Andrews University in Michigan," says Andrew. "I didn't have money or a car. I felt like Abraham setting out for a foreign land, but I knew that God was directing my path." When he completed seven years of study, Andrew earned both a Bachelor of Arts in Theology and Master of Divinity degrees.

Next was the time to test the waters of pastoral ministry and all that it entails. "My concept of pastoral ministry was formulated by what I

SEYMOUR JOHNSON AIR FORCE BASE, N.C. -- Chaplain (Maj.) Andrew Pak tacks down a particle board near a window opening on a Habitat for Humanity house in Goldsboro, May 10, 2011. Chaplain Pak gathered Airmen and dependents to help construct a house for Habitat for Humanity. Chaplain Pak, While 4th Fighter Wing Chapel, hails from Glendale, Calif.

(U.S. Air Force photo/Senior Airman Rae Perry)(RELEASED)



witnessed as a child and teen. I believe that a hard-working pastor engaged in preaching, evangelizing, teaching, planning, officiating, leading, counseling, visiting, witnessing, and winning souls,” says Andrew. “These are definitely a part of the ministry. But after my initial seven years as a pastor, I grew to realize that serving God is bigger than a parish and the church building.”

## CHOOSING AIR FORCE BLUE

When Andrew discovered the possibility of Air Force chaplaincy, it resonated within him. Again he desired God’s leading and determined that his application would be accepted if this was God’s plan. It was, and so began a new phase of ministry. The early childhood lessons of dependence on God for comfort and protection emerged again as deployments, separations from family, and witnessing the ravages of war were part of his experience.

Again, Andrew was like Abraham, moving to an unknown territory but trusting God’s leading as he deployed to Kuwait. “My first impressions of our base in Kuwait was that it was in the middle of nowhere,” says Andrew.

“I could see the houses outside of the base, and my initial impression was that the base didn’t seem as secure as I expected.”

These impressions would later contrast to those Andrew experienced in Iraq. “Everywhere you looked, concrete blocked the view,” says Andrew. “The environment was much tenser as we experienced weekly attacks on the base.”

## EXPERIENCE AS A TEACHER

Julius Caesar wrote, “Experience is the teacher of all things.” As Andrew navigated his chaplaincy career, his experiences brought him many new insights. His military assignments took him to Kuwait, California, Korea, Iraq, Washington, Japan, Korea, Florida, and Washington, D.C.

“During my first deployment to Kuwait, a C-130 crashed on the flight line,” says Andrew. “Ninety-six people were on board. Emotional and mental trauma accompanied the physical trauma. I spent weeks counseling airmen.” Long days and weeks paid off, though. As Andrew witnessed them back at work, he saw their smiles. Their grateful words for his help continue to resonate with him today.”



As he ministered to soldiers who'd lost limbs, Andrew witnessed how they were overwhelmed with what they were going through. "As I counseled them, they asked difficult questions. They were worried about their future and their careers," says Andrew. "Questions such as, 'where will I work' and 'how will I support my family' often were their cry. I didn't have all the answers. I listened to what they had to say and attempted to comfort them."

After taking the opportunity to complete a Clinical Pastoral Education (CPE) residency, Andrew began to view the wounded differently. "I believed CPE would be an opportunity to broaden my understanding of what the wounded military member experiences," says Andrew. "My perspective totally changed towards the wounded during my CPE residency. Prior to it, I felt sorry for them, but my understanding didn't go much deeper than that. Following CPE, I possessed much more empathy and experienced a deeper understanding of their emotions."

His CPE training proved invaluable during a deployment to Balad, Iraq. "Helicopters transported the wounded to our base for medical care," says Andrew. "I hadn't seen that many wounded since I was at Walter Reed. So many of these young wounded were only 18-19 years old. They faced a lifetime of surviving missing body parts, traumatic brain injuries, and post-traumatic stress complications. They have to re-learn simple tasks such as walking and talking. Sights and sounds can be triggers for them. Not only have all veterans sacrificed, but their families have, too."

In 2018, Andrew became the second Seventh-day Adventist Air Force Chaplain to be promoted to

the rank of colonel. "When I received the news of my promotion, it was a humbling experience," says Andrew. "I witnessed God's leading in my life once again."

## GROWTH IN MINISTRY

Trusting God's leading can require testing and times when the way forward doesn't seem clear. An unexpected opportunity to serve in the Federal Bureau of Prisons (FBOP) continued to provide growth while forming Andrew as a chaplain and a pastor.

"My military experience has served as good training for working with prisoners," says Andrew. "In our facility, the inmates are facing drug, gang-related, and immigration issues. We are a pre-sentencing center, so the inmates are typically here for less than a year. Some remain here longer."

Ministry behind the prison walls reaches three different groups of inmates. "We have inmates who want to reconnect with God. They've recognized the wandering away from Him in their lives and want to change that," says Andrew. "The second group is composed of individuals who have never attended church, never accepted Christ, but now want to make a change."

For these two groups, Andrew and his team provide various services. These include Bible studies, chapel services that accommodate numerous religious beliefs, holiday celebrations, and high holy days. Inmates can also participate in a choir, receive counseling and re-entry training, and other Bureau of Prisons programs.

For the third group, Andrew offers what he can even though they claim they have no interest in God. "When they ask questions, I take that opportunity to explain more about



Left: YOKOTA AIR BASE, Japan – While assigned to the 374th Airlift Wing Chapel in Yokota Air Base in Japan, Chaplain Andrew Pak helped celebrate the beginning of Asian Pacific Islander Heritage Month. During the cutting of the ceremonial cake, he was assisted by 2nd Lt. Eva Smith, 374th Maintenance Squadron Propulsion Flight OIC.

(U.S. Air Force photo/Airman 1st Class Katrina R. Menchaca)

Right: Chaplain Pak has served in various posts including Korea, Kuwait, Iraq, Japan, Florida, Washington, and the District of Columbia.

who God is and His love for them,” says Andrew.

In addition to his work in the FBOP, Andrew continues to serve as a chaplain in the United States Air Force Chaplain Corps Reserve. Currently based at the Pacific Air Forces Headquarters, he serves fellow Air Force chaplains in the Pacific Theater, including those in Korea, Japan, Alaska, Guam, and Hawaii.

## MINISTRY IN A LANGUAGE OTHERS UNDERSTAND

Ministry is often influenced in us by the witness and work of others.

Andrew’s parents raised him to possess a legacy of following God’s leading. His father worked as a colporteur and often spent days away from home, sharing the story of Jesus with others. His desire to continue to share this story in his own language took him back to Korea, where he continued to spread the Gospel to his fellow countrymen.

In his ministry to prisoners and American Airmen, Andrew seeks to minister to them in a language that will help them know Jesus and guide them to follow Him. “We plant the seed and allow things to grow as we continue to provide ministry,” says Andrew.

## You Are Not Forgotten CARDS FOR COVID-19 PATIENTS

By Erika Valenzuela, Chaplain, Adventist Health Hanford

When a patient is lonely, suffering, or in need of prayer, our network chaplains are quick to rush to their bedside to share God's words. However, with COVID-19, they've found themselves limited to the services they can offer.

"Since we're not going room-to-room, providing visits like we normally would, "I had a burning desire in my heart to do something for our COVID-19 patients," says Erika Valenzuela. So, Erika reached out to a local design vendor, *Truth and Words*, to have cards specifically created for COVID-19 patients.

The network chaplains worked together to find the perfect words. The front of the card reads: "You are not forgotten." On the inside is Psalm 46:1, "God is our refuge and strength, an ever-present help...With love and big hugs, your spiritual care team."

Recently, Erika experienced a beautiful encounter with a COVID-19

patient, the "You are not forgotten" cards, and a sunflower.

### GOD'S PERFECT TIMING

It was another summer morning, hot and sunny, but the cool office hydrated my face and eyes. I was meeting with Andrea Gruen, creator of *Truth and Words*, regarding customized spiritual patient cards. I was excited to receive the awaited batch of cards specially designed for COVID-19 patients with the message and Bible verse we had chosen.

Both Andrea and I talked about cards, flowers, God's blessings, and perfect timing. At the end of our meeting, Andrea handed me a beautifully wrapped sunflower for appreciation of my health care ministry. It was a special gesture and very much welcomed. I felt appreciated!

When I arrived at Adventist Health Hanford, I grabbed the box of cards and left the flower behind in my car

When I hung up the phone and turned toward my sunflower, I immediately knew I had to share this ray of sunshine with this patient.

to take it home. However, I returned to retrieve the flower. I decided to put it on my office desk to remind me of how life is still full of sunshine in this dark pandemic.

## TAKE TWO

Upon entering my office, I proudly placed my bright yellow sunflower in a pencil holder. I didn't know that there was a reason I did not leave it behind in the car. As I listened to the first voicemail on my desk phone, I heard a message from one of our COVID-19 patients.

I quickly settled in and returned this patient's phone call. She told me how she feared dying and how she was unsure of God's purpose for her life. I provided a listening ear and ministered to her from scripture. We ended our conversation with a prayer.

When I hung up the phone and turned toward my sunflower, I immediately knew I had to share this ray of sunshine with this patient. I grabbed the flower, and one of our unique "You are not forgotten cards" and stood up to dash out of the office when God said to me, "Take two."

I stopped and questioned the thought of taking two cards. I did not need two, only the one at that specific time. So, I disregarded the idea and



headed to the door; but the thought "Take two" kept ringing in my ear. I turned back around and placed a second card in my pocket.

# NAD UPDATES

That same day, one of our patients who questioned the meaning of her life and God's purpose for her encouraged by a beautiful sunflower with the same card, "You are not forgotten."

I continued to argue with God and question why I needed the second card on my elevator ride up to the 3d floor. Assured that God would indicate who would receive the second card, I stepped out of the elevator. I accepted the fact that God always knows best.

## IT IS SHE

I walked down the hall, and as I turned the corner onto the nursing unit, I saw a woman dressed in black standing next to the counter, resting her clipboard on the counter. "Who is that person dressed in black on our unit?" I asked myself.

"It is she," I could hear God telling me.

As I kept walking towards her, the thought came to my mind, "she is who you are to give the second card to." Unsure of who she was, I walked straight to her and realized she was from the coroner's office. We had just had a death on the unit. I introduced myself and began a friendly conversation. She expressed how her job had become more demanding during this pandemic. "I am exhausted," she said. I responded by telling her, "you are not forgotten," and gave her the special card along with a quick, "God told me to give this to you." She cautiously took the

card and read it in silence as her eyes welled up with tears. Quietly she said, "Thank you." She quickly shuffled through her notebook and provided me with her business card. She took the card I handed her and looked at it with great amazement. I could see her soul had been touched in a tender way. I told her we were all in this *together*, and we did not forget the first and last responder heroes in our communities.

On that day, this officer walked out of our hospital with a keepsake card of encouragement.

That same day, one of our patients who questioned the meaning of her life and God's purpose for her was encouraged by a beautiful sunflower with the same card, "You are not forgotten."

I am so grateful to God and His providence. He will use any means necessary to reach a struggling heart. The task laid before us during these times has grown big, but not too big for Him. God's love was shared within our hospital walls that day and walked out into the community. Two lives were touched through a flower and cards of encouragements. These simple tokens are helping us meet the needs of many before us. What a blessing to know that God is always working and moving.



# HAREWOOD PROMOTED to U.S. Army General Officer

By Mylon Medley,

News Writer/News Producer, Communication,  
North American Division of Seventh-day Adventists



On Dec. 11, Chaplain Andrew Harewood's formal promotion ceremony to general officer took place. The by invitation only event was held at the historic Fort Myer Chapel located on the grounds of Arlington National Cemetery in Arlington, Virginia.

On Nov. 1, 2020, Harewood was promoted to general officer upon accepting the position of deputy chief of chaplains for the United States Army Reserve, making him the first Adventist and the first African American chaplain to become a general in the Army Reserve. With the promotion, he is the third Adventist chaplain in the U.S. military to reach the general rank.

"In the military, we consider our

career a success when we make it to colonel. When that happened three years ago, that was a humbling experience. When [the promotion to general officer] happened, it was very surreal and very humbling," Harewood said.



# NAD UPDATES



Harewood is one of three deputy chiefs of chaplains for the Army — each individually representing active duty, national guard, and the reserve — who report to the Army chief of chaplains. The Army chaplaincy leadership team oversees the religious support services within the military branch that are carried out in more than 220 countries and territories throughout the world. Harewood is the deputy who oversees the work of 700 chaplains in the Army Reserve serving nearly 190,000 Army Reserve soldiers, their families, and Army Reserve civilians. He exercises his role from the Army's headquarters in the Pentagon, located in Arlington, Virginia.

Among his many duties, he oversees strategy, plans, policy, and resources (SPPR) for the office of the chief of chaplains. Responsibilities include directing strategic communication, policy, law, and doctrine; government affairs; religious accommodation; religious diversity and plans; force management; and strategic plans and studies. Harewood is also the primary representative to Army senior leadership in all matters related to religious support, advisement, and the free exercise of religion.

“Chaplain Harewood has had an exemplary career as an academician, educator, pastor, and chaplain. His new role as deputy chief of chaplains is unparalleled in the Army and among Seventh-day Adventist chaplains,” said Paul Anderson, director of NAD Adventist Chaplaincy Ministries. “He is the third Adventist military chaplain to reach this level. He joins the august company of chaplains Barry Black and Darrold Bigger, who served in the

“Chaplain Harewood has had an exemplary career as an academician, educator, pastor, and chaplain. His new role as deputy chief of chaplains is unparalleled in the Army and among Seventh-day Adventist chaplains...”

U.S. Navy as chief and deputy chief of chaplains, respectively.”


“Adventist Chaplaincy Ministries is thrilled to celebrate this providential promotion with Chaplain Harewood. He is the man whom God has singularly prepared for such a time as this,” continued Anderson.

Harewood has been in the Army for more than three decades and has served as a chaplain for the military branch for 25 years. His highly decorated career has included active military work and civilian pastoral assignments within the Adventist Church. Prior to his previous position, he was the senior pastor of the Ephesus Seventh-day Adventist Church in Harlem, New York, for four years. Even in that time, however, he still performed military duties as command chaplain for 80<sup>th</sup> training command, which manages all Army training schools.

“God is bigger than anything I can perceive. Anything I may have a limit to, God is bigger than that. This [perspective] allows me to communicate with other people who are of a different faith or even no faith, and still see them as a child of God through the lenses that He’s bigger

than anything I can comprehend,” said Harewood. “My faith informs who I am as a person — how I meet, engage, listen and talk to people. I want the beauty of Jesus to be seen more in what I do than what I say.”





*A knowledgeable person  
controls his tongue;  
a discerning person  
controls his temper.*

Proverbs 17:27, Complete Jewish Bible



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THE ADVENTIST CHAPLAIN is a quarterly publication of Adventist Chaplaincy Ministries (ACM), the ecclesiastical endorsing agency of the Seventh-day Adventist® Church.

This journal is distributed worldwide to chaplains, church leaders, institutions, and others involved in chaplaincies. To be added to our mailing list, please visit our website at [AdventistChaplains.org](http://AdventistChaplains.org), or email [ACMEditor@gc.adventist.org](mailto:ACMEditor@gc.adventist.org).

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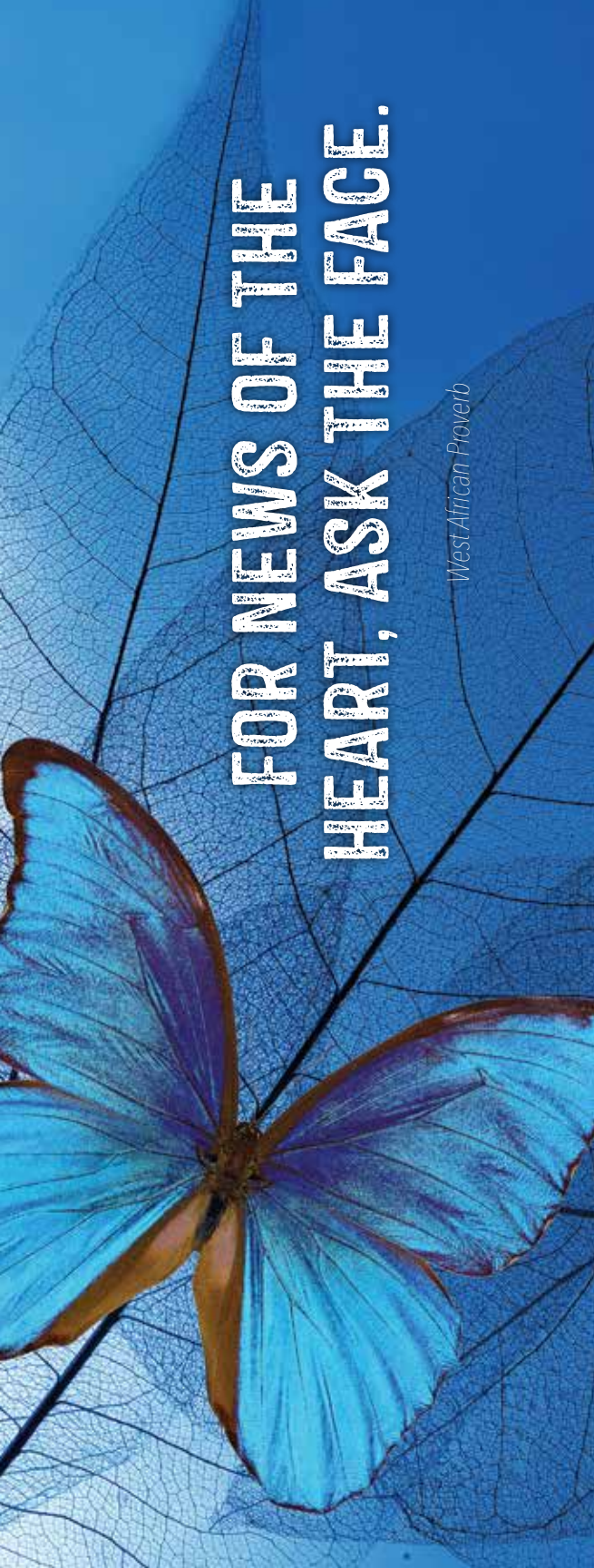
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# FOR NEWS OF THE HEART, ASK THE FACE.

*West African Proverb*



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