

Engaging Your Patients from “The Church of Jesus Christ of Latter-day Saints” Community

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Setting the Stage

A community pharmacy owner living in the greater St Louis area has a Church of Jesus Christ of Latter-day Saint building within 1 mile of his pharmacy. However, he notices that not many of his church members get their prescriptions filled at his store.

What can he do to become a trusted member in his community and increase his store sales?

Objectives

1. Describe the history of The Church of Jesus Christ of Latter-day Saints Community in America
2. Review strategies for pharmacies to better engage with their patients and employees from The Church of Jesus Christ of Latter-day Saints.
3. Identify the stakeholders in the community committed to the health of patients from The Church of Jesus Christ of Latter-day Saints and explain how a pharmacy owner can expand his/her services to support this patient population

Definitions

Introduction

- The Church of Jesus Christ of Latter-day Saints
- In modern colloquial English, this means “Jesus Christ’s church for modern Christians,” or “... for Christians in the end times” (The word “saints” in the name of the Church follows New Testament usage [[Acts 9:13,32,41](#); [Rom. 1:7](#); [1 Cor. 1:2](#); [Philip. 1:1](#)] rather than the common, Roman Catholic meaning)
- The [preferred shortened form](#) is: The Church of Jesus Christ
- Members often shorten this to just “the Church”
- Individuals are preferably referred to as “members of The Church of Jesus Christ of Latter-day Saints” or “Latter-day Saints” (noun). The term “Mormon(s)” is no longer used to refer to the members of this church. I’m presenting my understanding; I’m not speaking for the Church

History of The Church of Jesus Christ of Latter-day Saints in America

The Church of Jesus Christ of Latter-day Saints today (see [Church statistics](#)) (see also 2008-2019 article “[who are the Mormons?](#)”)

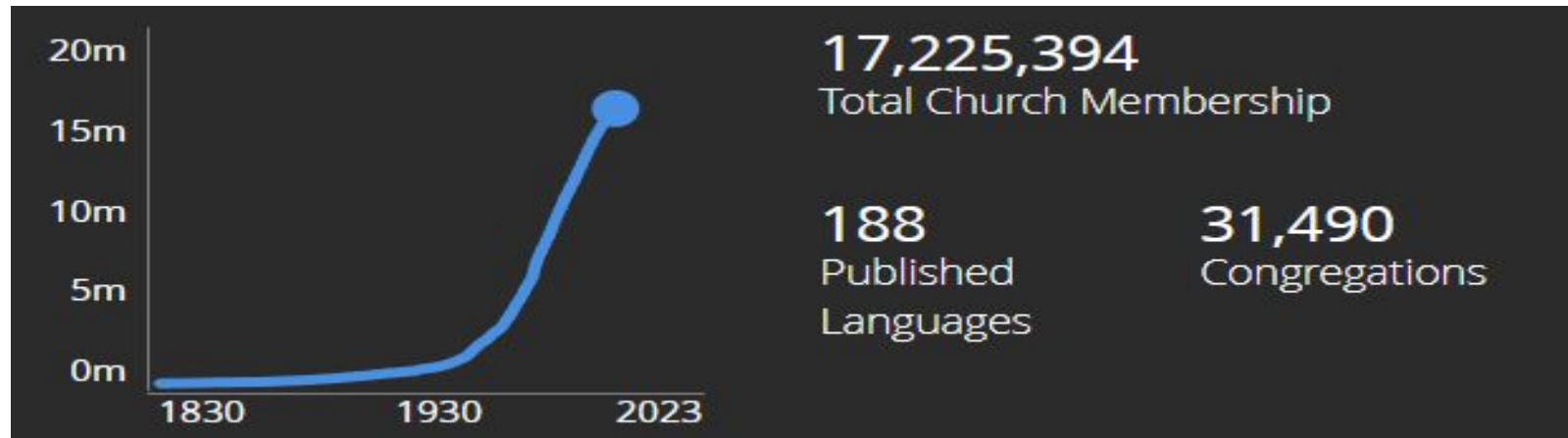
- The church is headquartered in Salt Lake City, Utah
- Over 17 million members worldwide, only ~41% in the U.S.
- Many members are relatively recent converts (total membership in 1996 was under 10 million)
- There are congregations in >150 countries and territories
 - i) Spanish or Portuguese is the first language of >1/3 of all Latter-day Saints; fewer than half of us speak English as our first language ([old Church News article](#))
 - ii) A dozen countries are “more Church of Jesus Christ of Latter-day Saints” than the U.S., including Tonga (~64% of the population), Chile (3%), and New Zealand (2.4%).

History of The Church of Jesus Christ of Latter-day Saints in America

- The Church of Jesus Christ of Latter-day Saints represent 2% of the U.S. population ([fourth](#) or possibly [third](#) largest U.S. church)
 - i) Roughly half of U.S. members have been members 10 years or more (caveat: [1992 data](#))
 - ii) Compared with Americans in general, practicing U.S. Latter-day Saints have a substantially greater life expectancy; they are more likely to remain religiously observant if highly educated; they are much more likely to marry and to have children; employment and socioeconomic indices roughly parallel those of the general population ([from the Encyclopedia of Mormonism, 1992](#))

Statistics of The Church of Jesus Christ of Latter-day Saints in America

The First Presidency of The Church of Jesus Christ of Latter-day Saints has issued the following report concerning the growth and status of the Church:



Missionaries

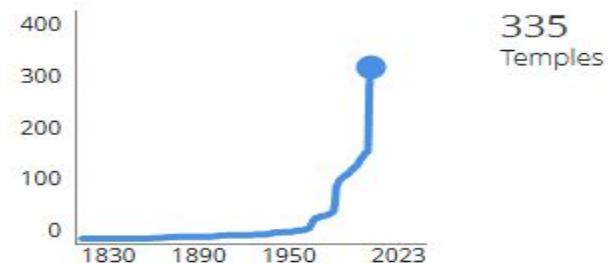
67,871
Full-Time Teaching Missionaries

27,070
Senior Service Missionaries

2,736
Young Service Missionaries

[Learn More HERE](#)

Temples



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<https://newsroom.churchofjesuschrist.org/facts-and-statistics>

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Statistics of The Church of Jesus Christ of Latter-day Saints in America

Humanitarian Services

The Church of Jesus Christ of Latter-day Saints provides relief and development projects for humanitarian purposes in countries all over the world.

157

Countries Receiving Humanitarian Aid (Since 1985)

Education

The Church of Jesus Christ of Latter-day Saints emphasizes the importance of continued secular and spiritual education.

4

Universities & Colleges

416,446

Youth Students Enrollment

348,045

Adult Students Enrollment

Genealogy

Genealogy is more than learning about one's family history for members of The Church of Jesus Christ of Latter-day Saints. Latter-day Saints believe families can be together after this life.

6,215

FamilySearch Centers

149

Countries with FamilySearch Centers



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<https://newsroom.churchofjesuschrist.org/facts-and-statistics>

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Statistics of The Church of Jesus Christ of Latter-day Saints in America

Click on each state to see the facts and statistics of The Church of Jesus Christ of Latter-day Saints community in each state.

Alabama	Hawaii	Michigan	North Carolina	Utah
Alaska	Idaho	Minnesota	North Dakota	Vermont
Arizona	Illinois	Mississippi	Ohio	Virginia
Arkansas	Indiana	Missouri	Oklahoma	Washington
California	Iowa	Montana	Oregon	West Virginia
Colorado	Kansas	Nebraska	Pennsylvania	Wisconsin
Connecticut	Kentucky	Nevada	Rhode Island	Wyoming
Delaware	Louisiana	New Hampshire	South Carolina	
District	Maine	New Jersey	South Dakota	
Columbia	Maryland	New Mexico	Tennessee	
Florida	Massachusetts	New York	Texas	
Georgia				



CORE Beliefs

Who We Are

Members of The Church of Jesus Christ of Latter-day Saints make up a diverse community of people around the world with a shared faith in God and His Son, Jesus Christ.

Our Story

When Jesus was on the earth, He organized His Church. In our day, Jesus Christ restored His Church through Joseph Smith

What we believe

Find answers to your questions about the restored gospel of Jesus Christ

What we do

We live the gospel of Jesus Christ, care for those in need, share the gospel, and unite families for eternity.



Joseph Smith Jr., First President of the Church

Born December 23, 1805, in Sharon, Vermont, Joseph Smith Jr. was the fifth of 11 children of Joseph Smith and Lucy Mack. He worked on the family farm in Vermont and later in western New York. A series of remarkable spiritual experiences prepared him for his prophetic calling. Beginning in 1820 at Palmyra, New York, Joseph Smith saw God the Father and Jesus Christ in vision.

Through revelation, he translated and published the Book of Mormon, organized The Church of Jesus Christ of Latter-day Saints on April 6, 1830, and received revelations to guide the Church.

By inspiration, he called Apostles and other Church leaders, defined doctrines, and taught the principles and ordinances that would lead to exaltation. Under his leadership, Latter-day Saints founded communities in Ohio, Missouri, and Illinois.

He was sustained as First Elder of the Church on April 6, 1830. On June 27, 1844, at Carthage, Illinois, Joseph Smith died a martyr to his faith.



Brief Overview

Ordinances

To have authority to perform ordinances (*i.e.* sacred rites); these ordinances are not valid if not performed by this authority

- ordinances essential to salvation, *e.g.* baptism and giving the Holy Ghost
- these ordinances to offer support, guidance and relief *e.g.* blessing the sick
- through priesthood power, a husband and wife can be sealed to each other and their children so that their family ties are recognized by God even after death; this ordinance is performed in sacred buildings called temples
- priesthood authority is received only by authorized laying on of hands from someone else who already has priesthood authority

Priesthood responsibility teaches us to serve others

- Lay priesthood (*i.e.* service is not paid and is in addition to our career)
- A prophet presides over God's work on the earth at a given point in time

- *e.g.* Noah, Abraham, Moses, Elijah
- From shortly after Jesus' death until modern times, there was no prophet
- In 1820 God revealed Himself to a young man in New York state named Joseph Smith, Jr., and told him that through him, God would restore His priesthood authority and many truths which had been lost to the world
- Joseph Smith was also directed to give the priesthood to others so that when he died, God's authority would remain on the earth
- God's prophet today is [Russell M. Nelson](#) (*trivia: a retired academic heart surgeon*)



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Brief Overview

Our beliefs are founded on present and past revelation from God

- Scripture, including the Holy Bible and The Book of Mormon: Another Testament of Jesus Christ
- Revelations to the current prophet
- while it is important to each individual, or collective doctrines are not based on personal revelation

God commands all people who are capable of understanding right and wrong to believe in Jesus Christ, to repent, to be baptized, to join The Church of Jesus Christ of Latter-day Saints, to receive the Holy Ghost and to follow God's commandments the rest of our lives

Marriage and the family are eternal and crucial elements of God's plan for our happiness



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Engagement

Employees, Patients

Creating a business proposition around a niche market



Engaging Your Patients: **Pharmacy Staff Greetings**

Each interaction is an opportunity to practice _____.

Attentiveness

Honesty

Compassion

Patience

Respectfulness

Creating a relaxing atmosphere

Trustworthiness

Repeating important messages

Key Takeaway Understanding patients and communicating across differences will help to show your inclusivity and project that you are open to the community.

Community Connected Patient Survey

- Are there any foods or dishes that you consume during festivals or other times that you would like your pharmacist to be aware of?
- Do you have any preference of gender for pharmacy health activities that may require you to be touched e,g vaccine administration , blood pressure testing, A1c testing.
- Do you need to go to a private area during activities like vaccine administration?
- Would you like to have a prayer area in the pharmacy?
- Do you have any food allergies



Key Takeaway: Optimizing your technology to reflect Religion, Ethnicity , Special Interest Groups can help customize your service.

Medical / Ethical Considerations

Specific medical and ethical issues

a) Making decisions

- i) When answers to specific questions have been revealed to the prophet, they are generally regarded as the end of the theological discussion on those matters
- ii) When making difficult decisions, members often study scripture, pray for individual revelation, and/or discuss the matter with their family or their bishop (pastor); advice from experts (e.g. their physician) is also appreciated
- iii) The Church advises against legally or ethically questionable medical practices, and advises members to consult competent medical professionals
- iv) Note that for doctrinal reasons mentioned above, it may not occur to many people of the Church of Jesus Christ of Latter-day Saints to ask for a non-Church of Jesus Christ of Latter-day Saints chaplain; they'll appreciate help connecting to local Church of Jesus Christ of Latter-day Saints congregations

Medical / Ethical Considerations

Specific medical and ethical issues

- b) Preventive medicine: God has given several commandments pertinent to health, including:
 - i) Sexual abstinence before marriage and complete fidelity afterwards
 - ii) The “[word of wisdom](#),” i.e. no alcohol, tobacco, coffee, or tea, and no drug abuse; also taught to focus diet on grains and vegetables and to eat meat sparingly

Key Takeaway: Pharmacy owners can consider reaching out to the Church of Jesus Christ of the Latter-day Saints to collaborate on activities such as smoking cessation, weight loss consultations and other lifestyle intervention activities.



Medical / Ethical Considerations

Specific medical and ethical issues

c) Beginning of life

- i) “Children are one of the greatest blessings in life, and their birth into loving and nurturing families is central to God’s purposes for humanity. When husband and wife are physically able, they have the privilege and responsibility to bring children into the world and to nurture them.” However, “the decision of how many children to have and when to have them is a private matter for the husband and wife. ... Decisions about birth control and the consequences of those decisions rest solely with each married couple” ([Church statement](#)). However, the Church discourages elective surgical sterilization.
- ii) Participating in an elective [abortion](#) is considered a serious sin except in cases of incest, rape, threat to the life or health of the mother, or when the fetus will not survive beyond birth; and even in these situations women are advised to consult with their bishop (pastor) and submit the issue to prayer
- iii) Artificial insemination or in vitro fertilization with semen from a man who is not the woman’s husband is discouraged
- iv) Dying infants: [little children cannot sin and so infant baptism is not required](#); but a priesthood holder can [bless the child and name him/her](#) if possible

Key Takeaway: Pharmacist being aware of these teachings can better help counsel patients



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Medical / Ethical Considerations

Specific medical and ethical issues

d) Views on illness, suffering, and loss

- i) Suffering and death, although never wished for, are an important part of this life, and can give us important experience, meaningful choices, and increased faith
- ii) All problems of mortality are temporary and eventually will be cured because of the atonement of Christ: “There is a resurrection, therefore the grave hath no victory, and the sting of death is swallowed up in Christ” ([Mosiah 16:8](#))
- iii) Mourning: “Thou shalt live together in love, insomuch that thou shalt weep for the loss of them that die, and more especially for those that have not hope of a glorious resurrection. And it shall come to pass that those that die in me shall not taste of death, for it shall be sweet unto them” (From an 1831 revelation to Joseph Smith [[Doct. & Cov. 42:45-46](#)]).
- iv) Temple covenants can preserve family ties even after death

Key Takeaway: Pharmacists being aware of these teachings can help refer and console patients in their time of need during counselling sessions

Medical / Ethical Considerations

Specific medical and ethical issues

e) End of life

- i) The donation of organs and tissues is a selfless act that often results in great benefit to individuals with medical conditions
- ii) Suicide: it is recognized that someone who commits suicide may not be responsible for his acts; this judgment should be left up to God
- iii) Euthanasia (i.e. deliberately putting someone to death even if suffering from an incurable condition) is contrary to God's commandments. However, death is considered a natural and important part of our existence, and when death is inevitable, “members should not feel obligated to extend mortal life by means that are unreasonable.” Family members are advised to seek competent medical advice and spiritual guidance through prayer in making such decisions.

Key Takeaway: Pharmacists being aware of these teaching can help direct and refer patients to their bishop as needed.

Medical / Ethical Considerations

Specific medical and ethical issues

f) Healing

- i) God does work miracles
 - ii) However, God can also work through natural means including competent medical practice, and most members take a commonsense approach to treating illness.
 - iii) Members who are sick or undergoing major surgery often request a blessing from a priesthood holder who anoints them with oil and can bless them with advice, comfort, or healing as dictated by the Holy Spirit. "And whosoever among you are sick . . . shall be nourished with all tenderness, . . . And the elders of the church, two or more, shall be called, and shall pray for and lay their hands upon them in my name; and if they die they shall die unto me, and if they live they shall live unto me. . . . And again, it shall come to pass that he that hath faith in me to be healed, and is not appointed unto death, shall be healed" (Doct. & Cov. 42:43,44,48).
- This can only be done by a Latter-day Saint who holds the proper priesthood authority (often a family member will perform the blessing, or try a hospital Chaplain's office or a Church of Jesus Christ of Latter-day Saints coworker)
 - This ordinance is not essential for salvation and need not be done before death
 - It's OK to ask if you can be present for the blessing

Key Takeaway: Pharmacists aware of these teachings can offer counselling and referral to patients



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Other Medical Considerations

Medical Marijuana - 38.7.14.

The Church opposes the use of marijuana for non-medical purposes.

However, marijuana may be used for medicinal purposes when the following conditions are met:

The use is determined to be medically necessary by a licensed physician or another legally approved medical provider.

The person follows the dosage and mode of administration from the physician or other authorized medical provider. The Church does not approve of vaping marijuana unless the medical provider has authorized it based on medical necessity.

The Church does not approve of smoking marijuana, including for medical purposes.



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Taken from The Church of Jesus Christ of Latter-day Saints Church Handbook of instructions

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Other Medical Considerations

Prolonging Life (Including Life Support) - 38.7.11

When facing severe illness, members should exercise faith in the Lord and seek competent medical assistance. However, when dying becomes inevitable, it should be seen as a blessing and a purposeful part of eternal existence (see 2 Nephi 9:6; Alma 42:8).

Members should not feel obligated to extend mortal life by extreme means. These decisions are best made by the person, if possible, or by family members. They should seek competent medical advice and divine guidance through prayer.

Leaders offer support to those who are deciding whether or not to remove life support for a family member.

Vaccinations - 38.7.13

Vaccinations administered by competent medical professionals protect health and preserve life. Members of the Church are encouraged to safeguard themselves, their children, and their communities through vaccination. Ultimately, individuals are responsible to make their own decisions about vaccination. If members have concerns, they should counsel with competent medical professionals and also seek the guidance of the Holy Ghost. Prospective missionaries who have not been vaccinated will likely be limited to assignments in their home country.



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Taken from The Church of Jesus Christ of Latter-day Saints Church Handbook
of instructions

Other Considerations

Many Latter-day Saints wear undergarments or temple garments that symbolize a promise to God to live a righteous life. Further information is available on the Church's media information site, [here](#) and [here](#).

Temple garments

Today, religious and ceremonial clothing is still used to demonstrate one's dedication to God. From the nun's habit and the priest's cassock to the Jewish prayer shawl and the Muslim skullcap, religious vestments are common. In The Church of Jesus Christ of Latter-day Saints, adult Church members—both men and women—wear a special undergarment that reminds them of covenants they have made with God. These underclothes may not be on public display, but they still hold special significance to members of the Church.

Active members may carry a temple recommend card in their wallet which means you are in good standing with the church.

Key Takeaway: Pharmacists understanding the purpose of religious practices can help to deepen respect and compassion for their patients.



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Temple Garments



sourced from a video here: <https://newsroom.churchofjesuschrist.org/article/temple-garments>



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Collaborative Services

Consider offering collaborative services with The Church of Jesus Christ of Latter-day Saints for

1 Smoking Cessation

2 Weight Loss programs

3 DSME- Diabetes Self Management and Education classes

4 Medication Therapy Management Services

5 Addiction recovery

Tobacco Cessation Program



Managing Common Withdrawal Symptoms

Learn how to identify and navigate common withdrawal symptoms.



How Quitlines Can Help

Quitlines provide free coaching over the phone to help you quit smoking. Available in several languages.



Quit-Smoking Medicines

Learn what available medicines can do to help you quit smoking for good.



State Quitline Services

Learn about quitline services available in your area through the [North American Quitline Consortium](#) 



Tips for Quitting

Get tips to help you deal with urges and cravings.



Making a Quit Plan

Preparation is key to quitting successfully, and making a quit plan is the first step.

Key Takeaway: Pharmacy owners can consider a Direct Pay Services- 8 week Program - group classes or one on one classes or initial consultations

Weight Loss Consultations

CDC-Recognized Family Healthy Weight Programs

FHWPs are comprehensive, family-based lifestyle change programs. They help children with overweight or obesity make progress toward a healthier weight through positive behavior changes. FHWPs are safe, effective treatments that are designed for children and their families or caregivers. FHWPs are also known as [intensive health behavior and lifestyle treatment](#) programs.

Several national organizations, including the U.S. Preventive Services Task Force (USPSTF) and the American Psychological Association, recommend FHWPs to help treat childhood obesity

Key Takeaway: Pharmacy Owners can consider a [Direct Pay Services- 8 week Program](#) , body and spirit are intertwined



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<https://www.cdc.gov/family-healthy-weight/php/recognized-programs/index.html>

Diabetes Education Accreditation Program

DSME Program



NCPA[®]
NATIONAL COMMUNITY
PHARMACISTS ASSOCIATION

PHARMACY LOCATOR JOIN LOGIN     

ABOUT ADVOCACY RESOURCES EVENTS EDUCATION NEWS MEMBERSHIP

Management Education (DSME), Accreditation Simplified



Future Dates
Jan. 31
Registration deadline - Jan. 29

Enroll



Diabetes Education Accreditation Program (DEAP)

Obtain diabetes education accreditation, and receive reimbursement for diabetes self-management education and support.



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<https://ncpa.org/diabetes-self-management>
<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7445699/>

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Self Help Classes at the Church

Curriculum is designed to have classes run once a week for 3 months.

- 1) Education for Better Work
- 2) Starting and Growing my own Business
- 3) Managing Finances
- 4) Emotional Resilience
- 5) Healing through the savior: Addiction recovery offered in some locations - See [HERE](#)

a certificate from LDS Business College is available on completion of the program.

Key Takeaway: Pharmacy owners can consider collaborating with the church to help offer these programs, and refer patients to these programs.

Fast Offerings

On the first Sunday of each month, church members fast for 2 meals and focus on prayer. They then donate a generous “fast offering” to the church, at least equal to the value of the meals they didn’t eat.

Local Bishops have broad discretion to use these “fast offerings” to assist the poor and needy in their congregation (and the broader community).

Key Takeaway: offer to the Bishop to set up a house charge account for the local congregation to facilitate payment for members receiving aid.

Medication Counselling Services

Medical Billing

Medication Therapy Management (MTM)

- A program that helps patients get the most benefit from their medications
- Helps patients avoid costly medication problems
- Helps patients adhere to their medication regimens
- Helps patients avoid preventable adverse drug events
- Helps patients identify lower-cost medication options
- Helps patients answer questions or concerns about their medications

Key Takeaway: Depending on the state regulations pharmacist may be able to bill for these services.

A local bishop may appreciate (and be willing to pay for) MTM services focused on cost effectiveness to aid members in reducing their costs.

Emergency Preparedness

Each congregation has a “Emergency Preparedness Coordinator” who holds events and gives instruction to the ward. Members are encouraged in scripture to “Be Prepared and ye shall not fear” (D&C 38:30). Generally this includes saving a 72 hour kit, 3 months food storage, a cash emergency fund of 3-6 months, and a supply of medications, drinking water, first aid supplies, CPR training. Local wards and stakes have emergency plans for natural disasters.

Key Takeaways: sell an extra supply of medication for an emergency kit, prepare emergency kits of first aid and basic medications for sale, ask the stake emergency coordinator to include you as a resource for medication needs.

Genealogy

Genealogy, the study of one's ancestors or family history, is one of the most popular hobbies in the world. People of all faiths and nationalities enjoy discovering where they come from. For members of [The Church of Jesus Christ of Latter-day Saints](#), however, learning about one's family history is more than just a casual endeavor. Latter-day Saints believe families can be together after this life. Therefore, it is essential to strengthen relationships with all family members, both those who are alive and those who have died.

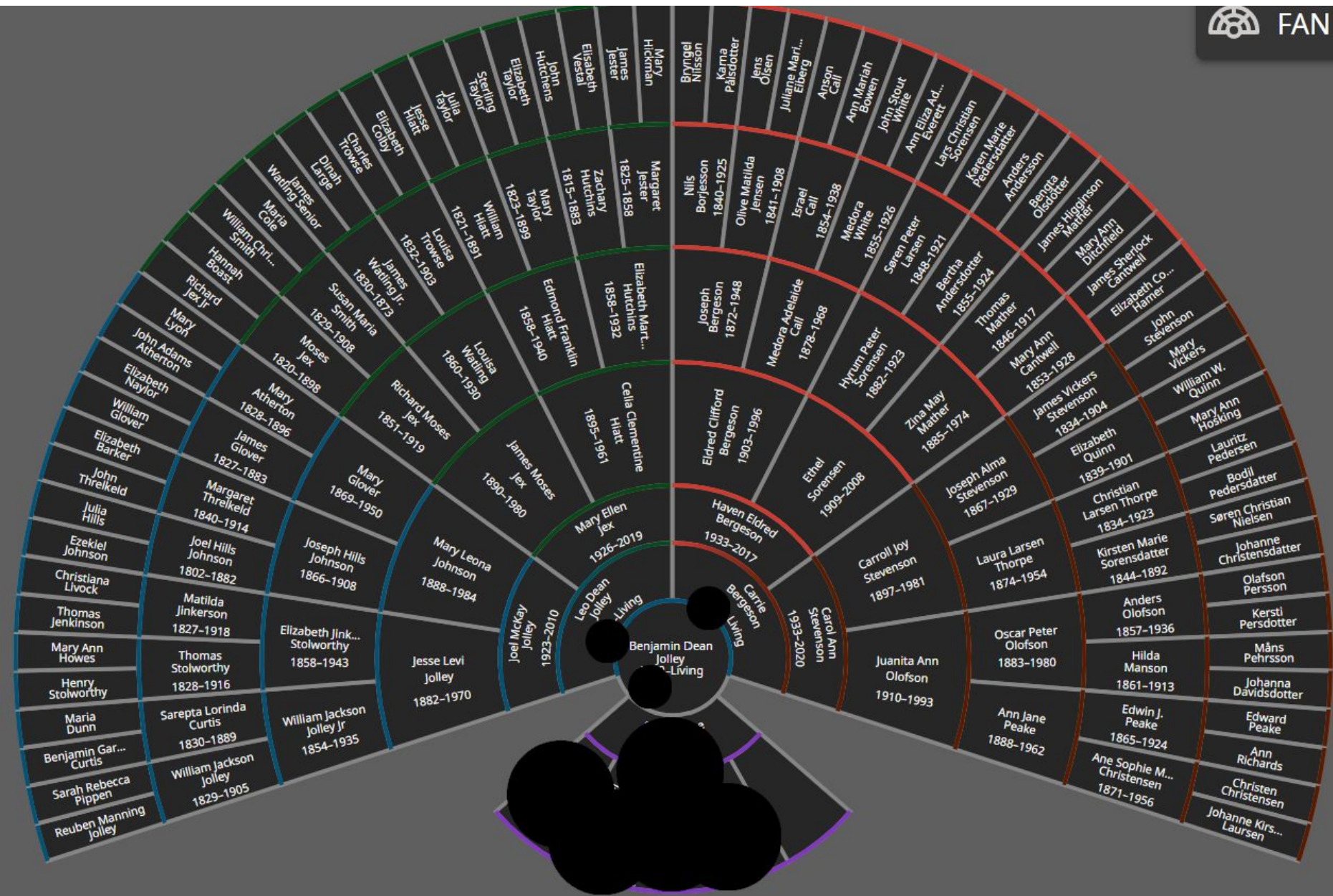
Latter-day Saints believe that the eternal joining of families is possible through sacred sealing ceremonies that take place in temples. These temple rites may also be performed by proxy for those who have died. Consequently, for Latter-day Saints, genealogical research or family history is the essential forerunner for [temple work for the dead](#). In Latter-day Saint belief, the dead have the choice to accept or reject the services performed for them.

Genealogy

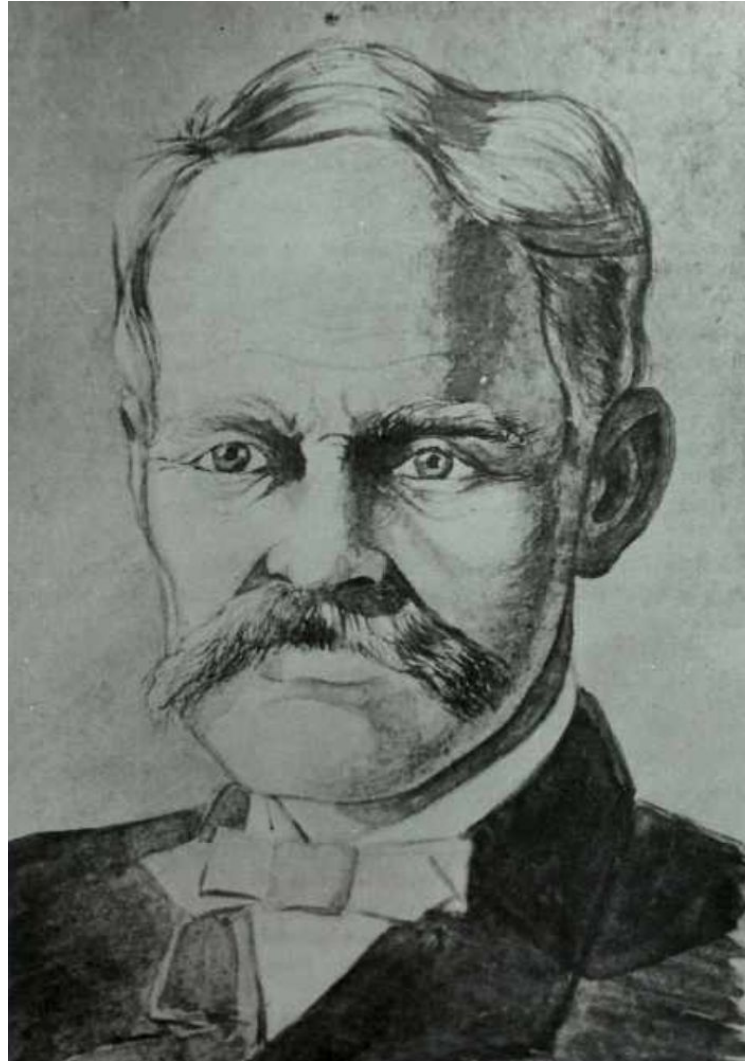
Since 1894, The Church of Jesus Christ of Latter-day Saints has dedicated time and resources to collecting and sharing records of genealogical importance. Due to cooperation from government archives, churches, and libraries, the Church has created the largest collection of family records in the world, with information on more than 3 billion deceased people. This effort was originally facilitated through the Genealogical Society of Utah and now through [FamilySearch](#), a non-profit organization sponsored by the Church.

Key Takeaway : Knowing family history can help identify certain genetic disease states.

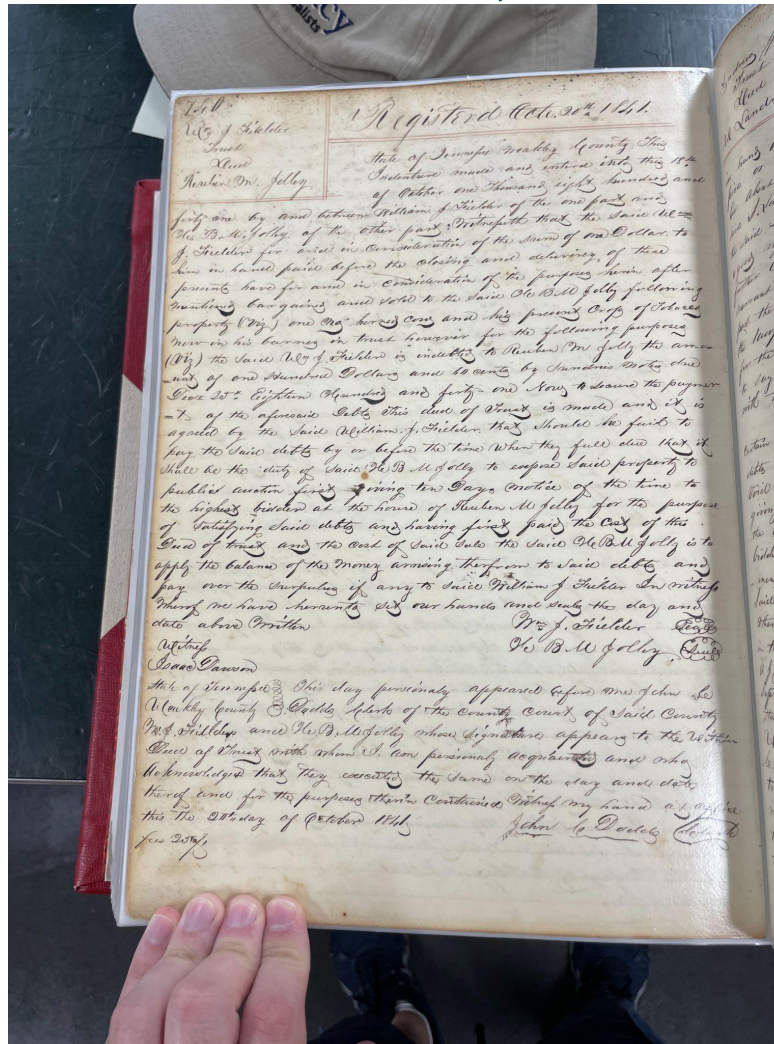




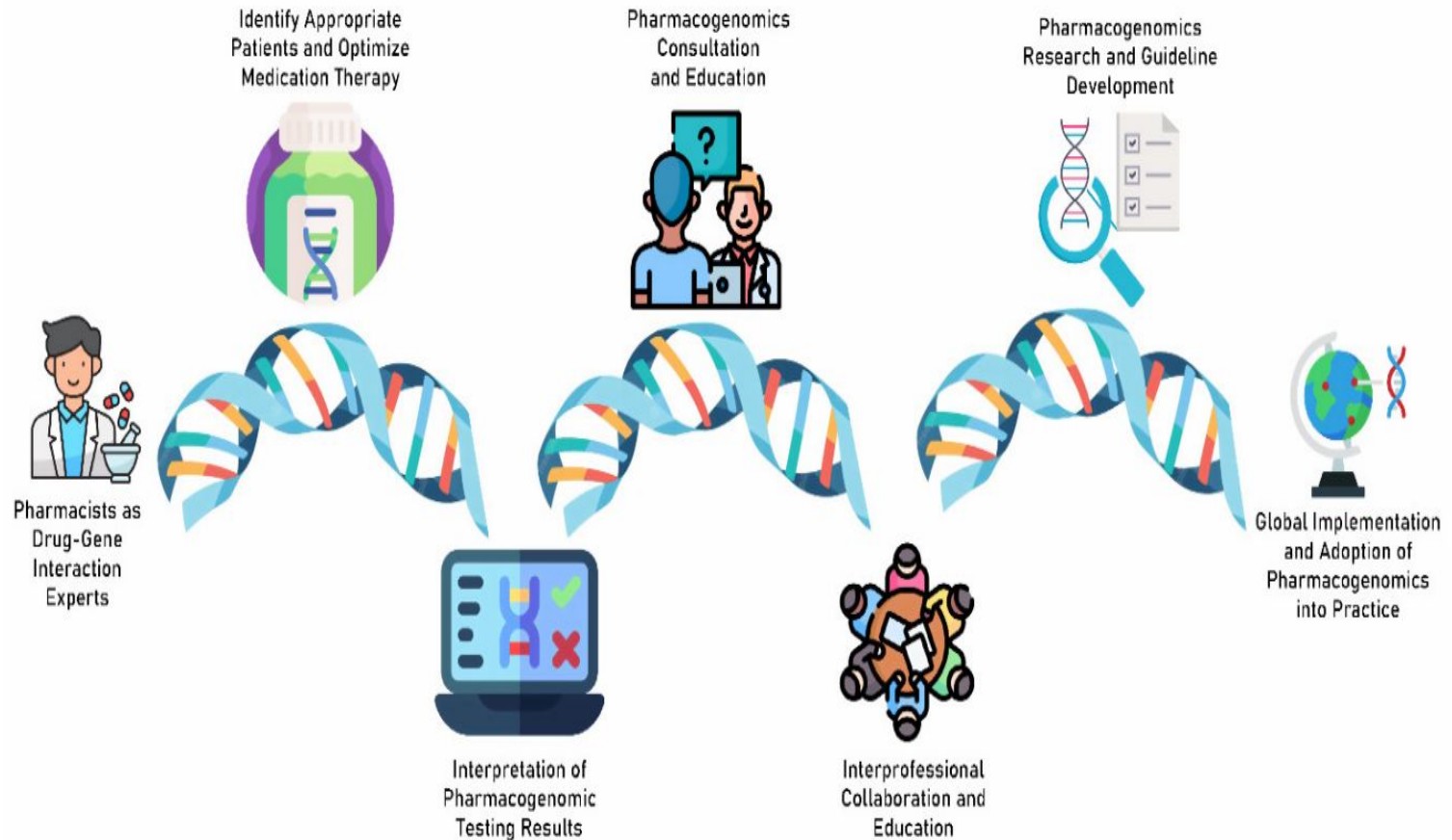
Henry Jolley, first LDS Jolley



Deed of sale to Reuben Manning Jolley, 20 Oct 1841, Weakley, TN



Pharmacogenomic Testing at Your Pharmacy



<https://www.mdpi.com/2226-4787/11/6/180>

Travel Immunizations

Mission Trips

Before traveling to any international destination, the CDC recommends travelers to get the following vaccines:

- Chickenpox (Varicella)
- Diphtheria-Tetanus-Pertussis
- Influenza
- Measles-Mumps-Rubella (MMR)
- Polio
- Shingles

Key Takeaway : Pharmacists can better advise on immunizations needed for mission trips to countries that may be endemic for certain diseases.

<https://wwwnc.cdc.gov/travel>

Church Position on Vaccination

The First Presidency of The Church of Jesus Christ of Latter-day Saints sent the following message on Thursday, August 12, 2021, to Church members around the world:

Dear Brothers and Sisters:

We find ourselves fighting a war against the ravages of COVID-19 and its variants, an unrelenting pandemic. We want to do all we can to limit the spread of these viruses. We know that protection from the diseases they cause can only be achieved by immunizing a very high percentage of the population.

To limit exposure to these viruses, **we urge the use of face masks in public meetings** whenever social distancing is not possible. To provide personal protection from such severe infections, **we urge individuals to be vaccinated. Available vaccines have proven to be both safe and effective.**

We can win this war if everyone will follow the wise and thoughtful recommendations of medical experts and government leaders. Please know of our sincere love and great concern for all of God's children.

The First Presidency

Russell M. Nelson

Dallin H. Oaks

Henry B. Eyring

<https://newsroom.churchofjesuschrist.org/article/first-presidency-message-covid-19-august-2021>



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Benjamin Jolley, 2011, LDS missionary



Notable Holidays

As [Latter-day Saints](#), we love to celebrate the holidays because they mean spending special time with our families. These are just some of the many Church of Jesus Christ of Latter-day Saints Holidays we enjoy celebrating because Latter-day Saints are found worldwide and we celebrate those holidays that are important to us wherever we may be!

- [Pioneer Day](#) - This category has all kinds of resources about the Mormon Pioneers, who we remember on **Pioneer Day every July 24th**, including a broadcast from the Church of Jesus Christ of Latter-day Saints Church commemoration celebrating Pioneer Day
- [Aaronic and Melchizedek Priesthood](#): Most Father's in the Church of Jesus Christ of Latter-day Saints Church hold the Priesthood and use it to bless their families and those around them.
- General Conference - First weekend in April and October, addresses from church leadership to the worldwide church
- Other commonly celebrated holidays: Good Friday, Palm Sunday, [Easter](#) (Holy week) Thanksgiving, [Christmas](#)

Key Takeaway : Knowing when these holidays/ important days are can help a pharmacy owner in scheduling days off and being respectful of their employees religious beliefs. .



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Engagement Community Stakeholders

Networking- Going outside your comfort
zone



Find an LDS meetinghouse in your area

<u>Alabama</u>	<u>Indiana</u>	<u>Nebraska</u>	<u>South Carolina</u>
<u>Alaska</u>	<u>Iowa</u>	<u>Nevada</u>	<u>South Dakota</u>
<u>Arizona</u>	<u>Kansas</u>	<u>New</u>	<u>Tennessee</u>
<u>Arkansas</u>	<u>Kentucky</u>	<u>Hampshire</u>	<u>Texas</u>
<u>California</u>	<u>Louisiana</u>	<u>New Jersey</u>	<u>Utah</u>
<u>Colorado</u>	<u>Maine</u>	<u>New Mexico</u>	<u>Vermont</u>
<u>Connecticut</u>	<u>Maryland</u>	<u>New York</u>	<u>Virginia</u>
<u>Delaware</u>	<u>Massachusetts</u>	<u>North</u>	<u>Washington</u>
<u>Florida</u>	<u>Michigan</u>	<u>Carolina</u>	<u>Washington DC</u>
<u>Georgia</u>	<u>Minnesota</u>	<u>North Dakota</u>	<u>West Virginia</u>
<u>Hawaii</u>	<u>Mississippi</u>	<u>Ohio</u>	<u>Wisconsin</u>
<u>Idaho</u>	<u>Missouri</u>	<u>Oklahoma</u>	<u>Wyoming</u>
<u>Illinois</u>	<u>Montana</u>	<u>Oregon</u>	
		<u>Pennsylvania</u>	
		<u>Rhode Island</u>	

Pioneer Day - July 24th



Pioneer day is public holiday in Utah, celebrated on July 24 every year, is a homage to the arrival of the members of the Church of Jesus Christ of Latter-day Saints pioneers in the state of Utah in 1847 after years of religious persecution and traveling nonstop.

Their prophet, Joseph Smith, had been murdered a few years earlier by a mob. Fearing for their lives and hoping to find a more peaceful place to settle, most members fled Illinois. Today, the members of the Church of Jesus Christ of Latter-day Saints community honors the day by holding rallies, parades, and fun contests throughout Utah and in regions of surrounding states originally settled by Mormon pioneers. Pioneer Day is also celebrated by many as a patriotic day. Pioneers, particularly members of the Church of Jesus Christ of Latter-day Saints pioneers, have worked hard to establish a name for themselves and their community in many states of America.

Key Takeaway: Pioneer Day is a public holiday in the state of Utah but not so in other states of America. In Utah it is celebrated with parades, rodeos, hikes, powwows, music and performances. Pharmacy owners better understanding the significance of this day will help foster a more inclusive environment.

General Conference Day

What Is General Conference?

General conference is the worldwide gathering of The Church of Jesus Christ of Latter-day Saints. Twice a year, during the **first weekend of April** and the **first weekend of October**, the church leadership broadcasts a series of sermons.

All Are Welcome: We invite everyone of all faiths, beliefs, and backgrounds and from everywhere in the world to watch, listen, and participate.

An Opportunity to Build Faith in the Living Christ: Participating in (watching) general conference helps us learn how we can find peace, hope, and joy through Jesus Christ. We learn how to strengthen our families as we follow Jesus Christ's teachings and how to receive personal guidance and inspiration from God.

A Global Broadcast: General conference is streamed and broadcast live in about 70 languages and is later translated into more than 100 languages. It consists of five two-hour sessions that you can watch live or on your own schedule.

There are 5 options to view the General Conference - **[View Here](#)**



EXPECT MORE

<https://www.churchofjesuschrist.org/study/general-conference?lang=eng>

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Church

“A Place of Worship”

Churches, Mosques, Synagogues, Temples, Cloisters, Mandis, Jinja, Shrines, Nhà thờ họ, Gurdwara are all sacred spaces of worship

Places of Worship are all Community hubs

The Church is a community Hub

- ❖ Churches serve their communities through programs dedicated to providing food, housing, and education
- ❖ The Church offers a place of learning
- ❖ The Church is a united voice for the communities they serve
- ❖ The Church acts as a catalyst for positive change in the community
- ❖ The Church offers an avenue to reach the underserved community
- ❖ The Church and it's leaders have a profound impact on the behavior and action of the community

Church

“A Place of Worship”

The pastor for each congregation at The Church of Jesus Christ of Latter-day Saints is called the “Bishop” assisted by 2 counselors in charge of coordinating congregational sermons as well as overseeing the young men’s program.

Elder’s Quorum (men’s organization) and Young Men Ward Mission Leader are other leadership roles for men

Relief Society (women’s organization), Primary (children), and Young Women are leadership roles for women

Community Outreach - Ward Mission Leader - State Public Relations

Church divided into Wards

Group of Wards in called a Stake

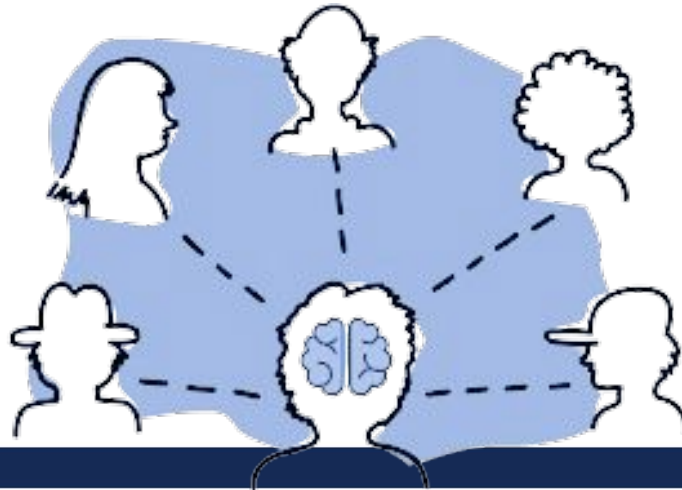
There are various events that are celebrated throughout the year

NEW Each ward will be given the opportunity to host a website for their congregation. This is where activities and events can be posted.

Networking Opportunity: A pharmacy owner can ask to be a part of these events and be put on the invitation list to meet with the community members in his area.

Avoiding, Debunking , Demystifying

Stereotypes



Implicit Bias & Stereotypes

Implicit bias refers to the attitudes or stereotypes that affect our understanding, actions, and decisions in an unconscious manner. An implicit bias can make us susceptible to unintentionally acting in ways that are inconsistent with our values. Although you do not choose to have an implicit bias, you can choose to be aware of it and combat its effects.

Two important first steps are to:

- Recognize that we all have implicit biases and that implicit bias can negatively affect clinical interactions and outcomes
- Accept the responsibility to identify and understand your implicit biases

Next steps you can take to confront your implicit biases and reduce stereotypic thinking. Consistent and conscious use of these strategies can help you create a habit of unbiased thinking:

- Stereotype Replacement
- Counter stereotype imaging
- Individuating
- Perspective taking
- Contact
- Emotional Regulation
- Mindfulness

Confronting Implicit Bias

Stereotype replacement	Become aware of the stereotypes you hold and create non-stereotypical alternatives to them
Counter-stereotypic Imaging	Remember or imagine someone from a stereotyped group who does not fit the stereotype
Individuating	See each person as an individual, not a group member; pay attention to things about them besides the stereotypes of their group
Perspective-taking	Imagine the perspective of someone from a group different than your own (“Put yourself in the other person’s shoes.”)
Contact	Seek ways to get to know people from different social groups. Build your confidence in interacting with people who are different from you. Seek opportunities to engage in discussions in safe environments, spend time with people outside your usual social groups, or volunteer in a community different than your own.
Emotional regulation	Reflect on your “gut feelings” and negative reactions to people from different social groups. Be aware that positive emotions during a clinical encounter make stereotyping less likely.
Mindfulness	Keep your attention on the present moment so you can recognize a stereotypic thought before you act on it

Combating Stereotypes

To combat stereotypes, you can educate yourself, speak up, and engage with people from different backgrounds. You can also challenge stereotypes in the workplace by promoting inclusive leadership

Educate yourself

- Learn about stereotypes and how they can be harmful
- Read books and listen to music from different cultures
- Take cultural competency training

Speak up

- Call out stereotyping when you see it
- Point out exceptions to stereotypes
- Remind people that stereotypes are generalizations and don't apply to everyone

Engage with others

- Talk to people from different backgrounds
- Volunteer in a community different from your own
- Spend time with people outside your usual social groups

Use storytelling

- Create memorable stories that challenge stereotypes
- Empower others to tell stories that offer counter narratives to stereotypes

Stereotypes

1. Members of The Church of Jesus Christ of the Latter-day Saints are not Christians

Church of Jesus Christ of Latter-day Saints theology does differ from historic Christians in key teachings — including the nature of God and his relationship to Jesus Christ, revelation and scripture. Traditional Christians believe in the Trinity — that God, Jesus and the Holy Spirit are one substance. Mormons believe God the Father, Jesus and the Holy Spirit are separate beings. Historic Christians heed the Bible as the sole word of God, while Latter-day Saints believe in the Bible and other scriptures, including the Book of Mormon. Still, **Jesus Christ is the center of Mormon devotion**, belief and practice. He is considered the Son of God and savior of all humanity.

2. Members of The Church of Jesus Christ of the Latter-day Saints aren't supposed to drink caffeinated beverages

The Church of Jesus Christ of Latter-day Saints church recently reiterated its longtime position that the only prohibited drinks were alcohol, coffee and tea. That left church-owned Brigham Young University having to explain why it did not serve or sell caffeinated colas. “There’s no customer demand,” school spokeswoman Carri Jenkins said. BYU students then launched a petition drive to exhibit the demand. Brigham Young University now serves caffeinated beverages on campus as of 2017



EXPECT MORE

https://www.washingtonpost.com/national/on-faith/12-myths-about-mormonism-that-persist-despite-the-mormon-moment/2012/11/05/3c63ee90-2785-11e2-ac64-5d52a2c5953e_story.html

<https://universe.byu.edu/2017/09/21/byu-reverses-decision-to-sell-caffeinated-beverages-on-campus/>

Stereotypes

3. Members of The Church of Jesus Christ of the Latter-day Saints don't dance

This falls in the “Mormons are like the Amish” misconception. Wrong. Dancing is fine. It's a long-standing pleasure for the more faithful dating back to Joseph Smith and Brigham Young.

4. Members of The Church of Jesus Christ of the Latter-day Saints live in Utah

The Beehive State is indeed densely populated with Mormons (62 percent), as are some neighboring states. Still, Latter-day Saints are spread across the U.S. in small pockets of believers and congregations. Members also live in more than 100 countries, and their numbers are increasing rapidly in Latin America and Africa. In fact, there are more Mormons outside the U.S. (8.2 million) than in it (6.2 million).

5. Women can't be leaders or speak in The Church of Jesus Christ of the Latter-day Saints

While it is true that the church's lay priesthood is restricted to males 12 and older, Mormon women lead the women's, young women's and children's organizations, teach scripture study and other classes, pray in services and preach from the pulpit. There is also a women's organization called the “Relief Society. Women also serve as leaders of the Young Women's organization for girls 11-18, as well as the childrens ministry call “Primary” for children 18 most to 11. They can also be missionaries.



EXPECT MORE

https://www.washingtonpost.com/national/on-faith/12-myths-about-mormonism-that-persist-despite-the-mormon-moment/2012/11/05/3c63ee90-2785-11e2-ac64-5d52a2c5953e_story.html

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Stereotypes

6. The Church of Jesus Christ of the Latter-day Saints garments are not referred to as 'Magic Mormon Underwear'

Outside of the Church, **The Church of Jesus Christ of the Latter-day Saints** garments are sometimes referred to as “magic Mormon underwear,” “Mormon undergarments,” or “Mormon temple garment.” Not only are these names inaccurate, they can sometimes be hurtful. Church members refer to these underclothes as the “garment,” the “sacred temple garment,” or the “garment of the Holy Priesthood.



EXPECT MORE

https://www.washingtonpost.com/national/on-faith/12-myths-about-mormonism-that-persist-despite-the-mormon-moment/2012/11/05/3c63ee90-2785-11e2-ac64-5d52a2c5953e_story.html

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Did you know?

Members of The Church of Jesus Christ of Latter-day Saints are known for their healthy lifestyles. A health plan for the Church was first written down in 1833 by President [Joseph Smith](#), and he presented it to early members specifically as a [revelation](#) from God. Today, Latter-day Saints refer to these health guidelines as "the Word of Wisdom" ([Doctrine and Covenants 89](#)).

The use of Mormons is derisive and should not be used. The preferred term is members of the Church of Jesus Christ of Latter-day Saints.