

# PARISH PHONE CALL SCRIPT



Contacting parishioners to connect them with practical and spiritual resources is an important way to accompany parishioners when you cannot meet in person. Below is a script to guide you and your team through these important conversations.

## PARISH ASSISTANCE CALL SCRIPT



### I. Introduce yourself

"Hi, my name is \_\_\_\_\_ . I'm a parishioner at \_\_\_\_\_ Parish. May I speak to (name of contact)?"

- **Contact not available:** "Is there a better time for me to call back?"

\*Write down call-back day & time. Try again at that time.

- **No Answer, Leave Voicemail:**

"Hi, my name is \_\_\_\_\_. I'm a parishioner at \_\_\_\_\_ Parish. Father \_\_\_\_\_ wants our faith community to stay connected to each other during this difficult time, so we're calling all our registered parishioners to see how they are doing and if there is anything you may need. Please feel free to call me back at (\_\_\_\_) \_\_\_\_ - \_\_\_\_."

- **Contact (or another adult) is available:**

"Father \_\_\_\_\_ wants our faith community to remain connected to each other during this difficult time, so we're calling all our registered parishioners to see how you are doing and if there is anything you may need."

### 2. Ask how the parish might be able to support them

"How are you doing? Is there anything our faith community can do to support you at this time? (listen to their response) ...These are some of the services we can offer or connect you to."

\*List the services your parish can offer or connect parishioners to.

"If there is something else you need we can do our best to connect you with the appropriate services."

- **Yes**, there is something I need.

\*Note their need or request with as much detail as possible.

- **No**, there is nothing I need. \*Move to the next question.

### 3. Ask about others in need

"Is there anyone you know, even outside the community, who is in need at this time?"

- **Yes** "Is it ok for us to contact them?"

- **Yes** "May I take down their phone number so we can reach out to them?"

- **No** "May I leave the parish contact information with you to pass along to them?"

- **No**, there is nothing I need at this time. "Is it ok if I call back in a couple of weeks?"

\*Write down their name, the date they would like a call back, and the phone number to call back.

### 4. End the Conversation

"We also wanted to share a reminder that public Masses have been suspended for now, but the parish website and social media have details about the continued spiritual resources we are offering including:" \*List Parishes spiritual resources.

"Would you like to be added to our email list (flocknote, etc.) so you get updated information and announcements from our parish?"

- **Yes** "May I confirm that your email address and phone number are accurate?"

- **No** "No problem!"

## 5. Offer prayer

"Before I go, do you have any specific prayer intentions we can add to our parish prayer list, or is there a friend or loved one that we can be praying for?"

\*Note their prayer intention and ask,



"Can I say a quick prayer with you right before we hang up?"

► Yes \*Offer the prayer below

► No "Okay. Thank you for talking with me today. Please feel free to contact the parish should you need anything and know that I'll be praying for you today.

Have a blessed day."

In the name of the Father, and of the Son, and of the Holy Spirit. Amen.

Lord, thank you for our parish community and the gift of this conversation. We know that you are with us in this challenging time and that you know all of our needs. In a special way, I would like to pray for (parishioner's name) and all their loved ones and intentions [especially, (name their intention)]. Lord, we praise you for your goodness and mercy. Help us to always remember that you are with us in times of joy and sadness. Fill us with your comfort and peace. We ask this through your Son, Jesus Christ our Lord. Amen.

In the name of the Father, and of the Son, and of the Holy Spirit. Amen.

*Thank you for speaking with me today. Please know of our continued prayers for you. Have a blessed day.*

# THINGS TO CONSIDER

## CONSIDER THE FOLLOWING BEFORE YOUR CALLS

1. Gather a list of parishioners and phone numbers. Make a note of which parishioners are elderly and/or live alone.
2. Recruit staff and volunteers to make phone calls.
3. Establish a system for collecting call notes and who will follow up if needed (e.g. choose one email for individual call notes to be sent to, set up an online form or sheet, etc.)
4. Distribute the call list to volunteers. Mark the priority calls at the top of each list. Include the method for volunteers to submit their call notes.
5. What practical resources is your parish able to offer? Examples:
  - a. Information about local food distribution
  - b. Grocery delivery/medication pick-up
  - c. Access to infant items or other necessities in short supply
  - d. Information regarding short term financial assistance or how to apply for unemployment benefits (phone number of appropriate local agency)
6. What spiritual resources is your parish able to offer?
  - a. Live streamed prayer
  - b. Parking lot Confession or Adoration. Opportunity to set up a phone call to talk with a priest or deacon.
  - c. Weekly prayer partner calls
  - d. Online formation resources
7. List the practical and spiritual resources your parish offers or can connect people to, and share with your callers.
8. Share answers to frequently asked questions (at right) with your callers.



Archdiocese of Washington

## FREQUENTLY ASKED QUESTIONS

### **"When will public Masses resume?"**

Unfortunately, we do not know. I know the Archdiocese is relying on the most up-to-date information from the federal and state agencies to protect parishioners and provide for their spiritual needs. As soon as we have an update, our parish will share that information with parishioners via \_\_\_\_\_.

### **"What do I do if I know someone who is sick and in need of the Sacraments?"**

While many people are nervous right now, the Sacrament of the Sick is reserved for those who are in dire need. Anyone who has an emergency need for the Sacrament of the Sick should contact \_\_\_\_\_ to get in touch with Father.

### **(Rumor or fear) "I heard a particular parishioner or clergy person was sick. Is that true?"**

People may be scared and want to discuss various rumors that they have heard. While still listening with compassion, please do not engage in sharing rumors, or share personal information about other parishioners.

### **Other questions**

If you get a question and do not know the answer, please do not try to answer the question. Simply tell the person that you will get the answer and someone will get back to them. Note their question with as much detail as possible and submit it with other follow-up notes.