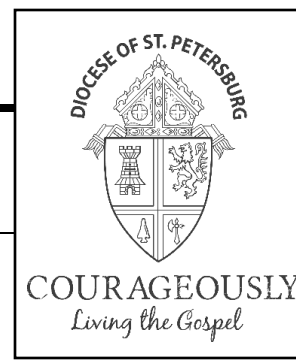

PHONE SCRIPT AND GUIDELINES

Office of Stewardship and Development



Purpose for your call: While Masses have been suspended and some parish offices are operating with limited hours and staff, any person making calls to parishioners should be informed on how the parish wants to and can be of service during these times of uncertainty.

Script Outline:

Introduction

Good morning/afternoon/evening. My name is _____, I am calling from (name of parish). I wanted to reach out to you today to see how you and your family are doing. *(This will open the discussion a bit, it will be different with each phone call, be yourself... friendly, compassionate, kind)*

Things to ask

Do you have local family support?

Are you in need of assistance? *(if yes, make note of what for so follow up can be done. Be sure notes are specific)*

Do you need to know any sources for the latest information? *(Please avoid engaging in sharing rumors as much as possible while still listening with compassion.)*

- The Florida Department of Health – COVID-19 call center available 24/7, 1-866-779-6121, email COVID-19@flhealth.gov, <http://www.floridahealth.gov/>
- CDC - www.cdc.gov/coronavirus/2019-ncov/index.html
- Diocese of St. Petersburg - www.dosp.org/coronavirus/
- Meals for Families are available through FeedingTampaBay, Metropolitan Ministries, Daystar, St. Vincent de Paul Care.
- Children's meals are available through public school districts.
- To learn more, visit www.dosp.org/coronavirus/how-to-find-help.
- Looking for help? 211 Tampa Bay Cares, which offers local information and referral services, is available by calling 2 1 1 on the phone, texting your zip code to 898211, or visiting their website: <https://211tampabay.org/covid19/>

Would you like me to pray with you? *(Be prepared to pray)*

Inform them of your current parish communications

(Compile a list of all communications available through the parish. Be sure you have all search/log in information so they can reach any or all options. For example: We will be reaching out through our parish app, emails and the website. Answer any questions regarding these formats or if they need assistance and you aren't able to help them, tell them you will have someone contact them who can answer their questions. Parish must have someone contact them be sure to follow up immediately. This is time sensitive.)

Our diocese also has options for connecting through Flocknote as well as Facebook and Instagram – you can access these at www.dosp.org.

Inform them about the following opportunities

Mass times livestreamed (Include instruction on how to access, inform them of the web address or Facebook page, and times. If your parish isn't streaming, direct them to www.dosp.org for a list. Any other opportunities for community, such as daily rosary should also be included.)

Confession (Include instruction on when, where and how this will be taking place)

Adoration (Let them know If your parish is offering virtual Adoration, or an open Church with limited seating)

Church Open (If your parish is going to be open to the public for prayer, give them instruction, location and hours of opportunity)

Ask them for a current Email address and the best phone number to reach them

We are hoping to send out weekly emails, or notifications if something should change. Do you have an email address and would you like us to communicate with you in that way? *(If yes, please note their email address clearly, be sure to submit email addresses to whoever can enter them into the parish database.)*

We also want to keep in touch. Is this the best number to reach you? Do you prefer calls or texts?

Closing

It has been a blessing to speak with you, I pray God keeps you in His loving care. Please know that you are part of an amazing parish family and we will get through this together. God bless you.

Call Log:

It is vital to provide each volunteer with a call log which contains first and last names and phone number, and room for notes. Even more important, these logs must be returned promptly so that services requested can be provided.

Below is a sample log that can be copied and pasted into a Word Document and sent to phone call volunteers and staff.

First Name (s)	Last Name	Phone	Email	Notes From Call