



## **Guidelines for Telephone Wellness Checks**

**Purpose:** This document provides a conversation guide for Stewardship Outreach during the current pandemic. Our goal is to call every steward in our parish to communicate the latest information and check in on them during this time of need.

### **General Notes:**

- Identify parishioner list, keep the same parishioners for the duration of the COVID outbreak unless the parishioner asks not to be contacted or would like to speak with someone else (language barrier, you have a sense they don't like you, etc.)
- Divide the list across a dedicated calling team and make sure to consider differences such as language requirements
- If there are requests for help, let the person know that someone will get back to them. Do not make promises - we will need to evaluate what the parish can provide

### **For Each Call You Make:**

1. Introduce yourself as a member of (**parish name**),
2. As you may have read in (**insert parish priest name**) email, we are calling all parishioners to check in, make sure they are ok, keep in touch and continue our mission of outreach to the community
3. Ask how people are doing?
  1. Do they need help with anything?
    1. Grocery delivery
    2. Getting to medical visits
    3. Picking up prescriptions
  2. Get the details - the person's name (may be different than on the call list), address including zip code, a good phone number
4. Encourage them to continue efforts to stop the spread of the virus
5. Highlight online services, parish resource
6. Tell them you will check in with them again and schedule a time (unless they need help – someone will contact them earlier)
7. If they need help – take their name/phone number/ address/ service they need
8. Finally, do you know of any other parishioners that may need special assistance?

### **If You Have to Leave a Voicemail:**

- Hi, this is <name> calling from (**parish name**). We hope you are doing well.
  - We are reaching out given the current coronavirus situation to check in, see how you are doing, and let you know that (**parish name**) is here for you.
  - If you would like to talk and hear more about how our Church is continuing in this virtual world, please let us know.
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