

Phone Call Script

Engagement Drive During Coronavirus Parish

Before Making the Phone Call

- Say a prayer, asking the Holy Spirit to guide your conversation and to open the heart of the parishioner to encounter God's love.
- Review the questions below. Please try to ask the 3 main questions in bold to each parishioner/family. The other questions are simply suggestions to help guide your conversation. Your conversation with each person will be different, and whether or not you have a personal relationship with this person will obviously affect your conversation.
- Make sure you have up-to-date information about the spiritual resources our parishes are providing during this time:
 - Visit www.CHURCHNAME.org for the most up-to-date information
- Important Contact information
 - Parish Offices: 218-777-7777
 - EMAIL@duluthcatholic.org

Introduction

Good morning/afternoon/evening.

My name is _____ and I am calling on behalf of CHURCH/PARISH or FR PRIEST NAME. Please know that we really missed being together on Sunday. We are reaching out to all of our parishioners when we aren't able to gather as a parish family at Church to make sure that you are still being cared for spiritually and have access to our resources and support. Do you have a few minutes?

1. How are you?

- a. How has this time at home been for you and your family? What have been the biggest challenges? Joys?
- b. **How have you experienced God's presence during this time? Have you found different ways to turn to God in prayer?**

2. Is there anything you would like parish leaders to know?

3. Do you have access to the spiritual resources offered by our parishes during this time?

- a. Do you have internet access?
 - i. If so, are you receiving the EMAIL updates? Have you checked out the resources on WEBSITE.org or on our facebook page? *Share with them some of the resources currently available.* Live Mass, Rosary, Bible Study
 - ii. Do you need help accessing the website. Walk them through how to sign up for e-mails, get on the website etc.
- b. Do you have any particular spiritual needs at this time?

If the parishioner has a current sacramental need, please communicate this to the parish offices.

 - i. If you or a family member is ill or need to receive the Sacrament of the Anointing of the Sick, please contact the parish offices.

- ii. If you would like to go to confession, INSERT TIME/DATE or call the parish office to get more information.
- c. Did you live stream Mass last Sunday and Have you prayed the Spiritual Communion prayer?
 - i. *Explain that during this time when we are not able to receive the Eucharist, we can say a prayer of Spiritual Communion. This prayer is available on our parish website, or we can send you a copy.*
- 4. Would you like to share a cell phone or e-mail for more rapid communication?
- 5. **While masses and events have been suspended, the ministries of the Parish are still active in the community and continue to depend upon your sacrificial offering.**
 - i. (Ministries continue to meet via conference calls, schools and faith formation continue via virtual classrooms and home assignments, Sunday mass is being conducted and being streamed for your participation, and we continue to provide support to many of the service agencies throughout the area. Our clergy continue to serve.)
 - ii. While we navigate these uncertain times, we invite your financial support by signing up with Our Online Donation System. Would you like assistance making a gift on-line? *If yes, **Thank you!***
 - iii. *If no*, please consider mailing your weekly contributions to the Parish. Please place your giving envelope in a larger envelope and mail to the parish address.
 - iv. You may make a credit card gift by calling the parish office too.

6. Do you have any prayer intentions? Could we take a moment to pray together now?

It is difficult to pray an Our Father or Hail Mary over the phone because of the delay. Instead, after hearing their prayer intentions, consider praying this prayer or one in your own words.

Heavenly Father, we thank and praise You for the gift of Your love and mercy. Thank you for being our refuge and our strength during this time of suffering. Please be near to _____ (*name of parishioner/family*). Help him/her/them to know Your peace and joy. Please provide abundantly for all of his/her/their intentions, especially for _____ (*mention an intention that was shared*). Be with all of our parishioners and unite us in Your love. We ask all of this through Jesus Christ Your Son. Amen.

- 7. Anything else you would like the parish to know?
- 8. We miss you and look forward to seeing you soon!

After the Conversation

- Make any pertinent notes in the database/365sharepoint about the conversation
- If the parishioner has a sacramental need, please communicate this immediately to NAME PHONE NUMBER E-MAIL.
- Remember to pray for the intentions of the parishioner!