

# CARE RESPONSE TO SOCIAL DISTANCING CRISIS

## 5 PHASE CARE CALLING PLAN

### **Phase 1** – Contact those 70 years of Age and Older

- Produce Excel Chart of all attenders age 70 and older..
- Recruit a team of experienced care givers to make these calls (staff and qualified volunteers).
- Each call should use the phone script below. Above all, make listening the priority and adding notes to their personal profiles.
- Each caller should have the Volunteer Care Leader Care Guide handy for reference. The Pastoral Care Guide will be used by those on the Pastoral Care Team.
- Once the calls are made, the caller is to report back to the Care Pastor.

### **Phase 2** – Contact the Most Vulnerable

- Send an e-mail out to all department heads asking them to submit names of people (under the age of 70) they feel are the most vulnerable during a crisis in order to set up a new contact list.
- By vulnerable we mean those who are on the front line of the crisis, those with struggling marriages and families, those who are unemployed due to the crises, those who we are aware of having mental illness, and those still walking through a health crisis. There may be other situations that warrant this type of call. We will leave that up to the department head to discern.
- A team of those with access to personal profiles and have the bandwidth to help with these calls will be assembled and briefed on these phone calls. The same script used for Phase 1 can be used for these calls as well with the important thought being to listen well.
- Notes from the calls need to be placed in their personal profiles. Any discovered care needs beyond your ability need to be communicated to the Care Pastor for follow-up.
- Again, each caller will have access to a care guide for reference to local agencies who can potentially help those they are speaking with.
- The Care Pastor will send these calls out in “3’s” because of the time needed for these calls.

### **Phase 3 – Contact Church Volunteers**

- This can be done at the outset of the crisis, but should take a lower priority to the care calls given above depending on if they are on a Phase 1 or Phase 2 call team.
- Each department head and ministry leader will be given the responsibility of contacting their volunteers to see how they are doing.
- Additionally, department heads and ministry leaders should also be thinking how they might be able to “redeploy” their volunteer given the disruption to their volunteer activities and how they might adapt to serving during the crisis.
- Again, use of the care guides are helpful for these calls as well.

### **Phase 4 – Contacting Small Groups Leaders and Members**

- Communicate with team leaders to see how they are doing first.
- After checking in with the team leader, ask them now to contact their group leaders to check in on them.
- After checking in with their group leaders, ask their group leaders how their group members are doing. If they have not been in contact with them since the crisis started, ask them to contact them and check in.
- If the group leader has people in their group that have not been attending their group, ask them to especially call on those people to see how they are doing.
- Once the group leader has made contact, they report back to the team leaders who in turn report back to their small groups leader, either the Community Groups Director, or the Executive Groups Director who will be in communication with one another concerning these reports.

### **Phase 5 – Contacting All Remaining Attenders**

- This phase of care calls would include all church attenders not yet contacted.
- To accomplish this phase a list will need to be compiled by our data manager. This list will be a compilation of those not engaged in our group life, not 70 or older, not a volunteer at the church, or have already been called as a “vulnerable individual.” Therefore, this list will be a grouping of those who call WC their home church, but who have not thus far engaged beyond attending services.
- Once this list is compiled a new team will be assembled (including some from the previous teams assembled), briefed, and commissioned to make care calls.
- One add-on to these calls will be an invitation to join a small group.
- These calls will go out in “5’s” since they should not require as much time. Once those calls are completed, the caller needs to report back to the Care Pastor and receive more calls.
- As for the other calls made, notes need to be placed in the personal files

## PHONE SCRIPT

Our main concern with this communication is to pastorally care for people. Naturally, people may have questions about when the church will host gatherings again, etc. Therefore, we also want to be equipped with answers for inquiries like this as well.

Phone call/Prayer script for reaching out to the older and more needy members/attenders of WC

*“Hello this is \_\_\_\_\_ from Worship Center, I am calling to check in. How are you? Stop and listen. Some will be just fine, but others will find your call as a true godsend.”*

*‘Do you have access to the internet or Face Book?’ If yes let them know: ‘The services can be accessed through the Worship Center Face Book Page or the Worship Center website – worshipcenter.org - letting them know we are currently offering our church services online. If they do not have internet access, we can offer to send a CD of the service if they like.’*

*“May I pray with you? How would you like me to pray?” Wait for response and pray. Pay attention to what they say and pray accordingly. If their request seems to be amiss you can redirect them to what the Bible says about their situation and then pray.*

\*Please do not make promises of what WC can do for them if you yourself cannot provide that resource. Defer them to resources from your care guide and if help is not found there, let them know you will get back to them.

### 3. POST PROFILE NOTES

- When you are finished with the call place notes in MyWC. These notes need to be brief and general. Please do not add information exposing anything about the individual not helpful for other leaders to know. If another leader needs to need more, they can contact you directly as the one who made the contact. Additionally, you can simply write, “Contact me for more information.”
- If you are a volunteer who does not have access to MyWC personal files, please e-mail a brief report and send it to our Care Pastor. They will post your report in the proper MyWC file.

Thank you for your help in caring well for our church family during a crisis!