**Email Template to Volunteers:**

Dear Volunteer,

Thank you very much for offering to call **[demographic group, e.g., our senior citizen parishioners]**. **[Parish Name]** is truly a spiritual family, and we want to make sure we stay connected during this time when we may be physically separated.

Please watch for a separate email with contact information for the people we are asking you to call. We want to avoid sharing contact information more broadly than is necessary in order to respect people’s privacy.   
  
Please see below for a sample script to use. As you already know, use your best listening skills and judgment as to how to approach the conversation, depending on whether they want to talk or not. It is alright if they would rather not talk or don’t want to be called back. Remember, it is not anything personal against you. Every person is unique and handles difficult life situations differently. We are using a Google document to keep track of the people you’ve contacted and their responses to various questions. Please make notes on the Google document **[insert link here]** so we can track various needs and preferences. If you sense that the person would really like to talk again, please feel free to call them back. Surely, there are some of our brothers and sisters who are very lonely and would love to talk more often.   
  
If someone tells you that they need groceries and/or medicine, etc. please email or call **[Name and Contact info]**, and **[he/she]** will take care of making sure it happens. You may talk to people who do not have internet and will need a bulletin, copy of the weekly Flocknote **[insert link to sign up here]**, and/or recommended daily prayer mailed to their homes. If someone requests to receive Holy Communion or other Sacraments, unfortunately, at this time it is not possible, unless he/she is extremely sick and needs to receive Last Rites, in which case they would call the parish office at **[insert number here]** and choose the emergency line option.   
  
We did our best to try to make sure no deceased parishioners were included on the list, but just in case, (if applicable as seen on the list) please do not mention the spouse, unless they do so first.  
  
Thank you again for sharing your time, love, and concern for others. God bless and keep you ever close to his Sacred Heart.   
  
Peace,  
**[Parish Coordinator]**

**SCRIPT: Phone Calls to Senior Citizens/Homebound Parishioners**

\*\*Note: You do not need to follow this script word for word, but we ask that you initiate a personal conversation. Also, while the questions are important, every question will not be pertinent to every caller.

**Hello! My name is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. I’m a parishioner at [Parish Name] and just wanted to call on behalf of the parish and check in with you to see how you’re doing.**

***How are you doing?*** I know at times this situation can be scary and confusing. (Start a conversation; ask about their family, when they joined the parish, their faith journey, etc. and don’t forget to share about yourself, too.)

***We are here for you*** and don’t want you to feel isolated from your parish community. I’d love to help you stay connected.

1. ***Do you receive emails from the parish?***
   1. If no: Would you like to receive email updates?
      1. If they would like to, sign them up on the spot by clicking [insert link to sign them up] and filling out their information
2. ***Did you know that you can find a link to the parish bulletins on the parish website? If you don’t have internet, would you like to receive the parish bulletin and a copy of the Flocknote newsletters in the mail?***
3. ***Do you use Facebook or YouTube?***
4. If yes: Did you know that the parish has a Facebook page called [insert name] where you can view daily Masses? You can also find videos of all the Masses on the parish’s YouTube channel [insert name].
5. ***How can we pray for you right now?***
6. If you feel comfortable doing so, you can ask them if they would like you to pray with them over the phone for those requests.
7. ***Do you have what you need right now in terms of food and medicine and any other basic essentials?***

a. If no: What exactly do you need? (make a list) By when do you need it? If it is possible, would you be okay with a parishioner delivering these to your doorstep or helping you over the phone to set up online grocery delivery?

1. If yes: Do you have a plan in place to continue receiving food and essentials? Will you please give me a call if you need anything? (share name and phone #)
2. ***Would you like me to call and check in with you again in a week or two?***

**Note:** Due to Safe Environment policies that exist to protect children we wanted you to know this important information. It is the intention of our parish that adults handle the content of the call. If your children would like to be involved, please, first determine that the person talking would be receptive to hearing from your children. We certainly encourage you to have your children share a fun story or greet those that you are calling once you have determined it would be appropriate. If you would like your children to be more involved, a nice possible follow-up to your call might be a handwritten note from your children or some type of art project for them in the mail.