



Parish Call Campaign Guidelines and Sample Script

The purpose of a parish-organized call campaign is to make a personal connection with each household registered in the parish and to ensure the parish is caring for the spiritual needs of parishioners during this time of social distancing. Utilize staff and volunteers who have been previously engaged in the parish and may be eager to help, such as religious education staff or volunteers, parish or finance council members, synod delegate, etc.

Campaign Organizers

- Establish a system for distributing call lists to volunteers and collecting call notes for follow-up if necessary (e.g. choose one email for individual call notes to be sent or set up an online form).
- Create a list of spiritual resources the parish or Diocese is offering for the caller:
 - vermontcatholic.org/tvmass (live-stream of daily Adoration, Mass, Rosary, etc.), vermontcatholic.org/spiritualresources: weekly schedule of online engagement activities
 - Your parish Facebook Live or live-stream Mass, daily Rosary, website resources, etc.
- Create a list of practical resources the parish is able to offer (i.e., local food shelves or Meals on Wheels; grocery delivery/medication delivery options; access to infant items or other necessities in short supply; financial assistance from Vermont Catholic Charities Emergency Aid program (802-658-6111) or how to apply for unemployment benefits by providing the phone number of appropriate local agency, etc.).

Callers

- Must be at least 21 years old.
- Must be known to the pastor and/or campaign organizers through prior parish involvement.
- Do not make a direct ask for a monetary contribution to the parish unless the parishioner first asks for ways to donate to the parish.
- Will provide the parish notes from calls within two days of any contact (see sample notes).
- Should understand they may only share personal information given in the call with parish staff or campaign organizers. Confidentiality must be stressed.



Sample Calling Script

Introduction

Good morning/afternoon/evening.

My name is _____, and I am calling on behalf of (**PARISH NAME**) and **FATHER (PRIEST NAME)**. We are reaching out to all our parishioners to let you know you are in our prayers. We also want to make sure that you are still being cared for spiritually and have access to our resources and support even when we aren't able to gather as a parish family at Mass. Do you have a few minutes to talk with me?

Information Sharing

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. **How have you been taking care of you spiritual needs these last few weeks? Do you have access to the spiritual resources offered by our parish or the Diocese during this time?**

- a) Do you have internet access?
 - If so, are you receiving the E-mail updates? Have you checked out the resources on (**PARISH WEBSITE**) or on our Facebook page? *Share with them some of the resources currently available. Live Mass, Rosary, Bible Study, etc.*
 - Do you need help accessing the parish website? Walk them through how to sign up for e-mails, get on the website etc.
 - If they do not have internet, offer to send them the bulletin by mail.
- b) Did you participate in the live-stream Mass last Sunday? What was that like for you? Have you prayed an Act of Spiritual Communion?
 - Diocese or Parish Livestream Website: (**LIVE-STREAM SITE**)
 - Explain that during this time when we are not able to receive the Eucharist, we can say a prayer asking for Spiritual Communion. This prayer is available on our parish website, or we can mail you a copy.
- c) 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.
 - 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.



Would you like another parishioner to contact you on a regular basis? If yes, what type of contact (phone call, email, card) and how frequently (once a week, twice a month, etc.)? Would you like to share a cell phone or e-mail for communication? If you are comfortable with this and you use these visual platforms yourself, find out if they are equipped for video calls via Skype, FaceTime, Zoom or other platforms.

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

- a) Sometimes it may be difficult to pray an Our Father or Hail Mary together over the phone because of the delay. Instead, after hearing their prayer intentions, consider praying this prayer or one in your own words.
- b) 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 through the power of the Holy Spirit. We ask all of this through Jesus Christ, Your Son. Amen.

Closing

Is there anything else you need, or you would like the parish to know to support you at this time?

Thank you for sharing this time with me. I will pass along your need for _____ and will follow-up on _____ (confirm whatever you discussed during the call).

IF THE PARISHIONER ASKS ABOUT HOW TO CONTINUE SUPPORTING THEIR PARISH BY DONATING MONEY:

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. There are multiple ways to contribute.

- Online to (**PARISH WESHARE SITE**)
- Mail your envelopes or check to (**PARISH ADDRESS**)

We miss you and look forward to seeing you soon! Please keep the parish in your prayers as we keep you in ours.



After the Conversation

1. Make any pertinent notes in the database, if you have access, or communicate the changes to: **(PARISH EMAIL ADDRESS)**
2. If the parishioner has a sacramental need, please communicate this immediately to **(PARISH REPRESENTATIVE)** at **(NAME, PHONE NUMBER or E-MAIL)**
3. E-mail prayer intentions to: **(PARISH EMAIL ADDRESS)**



CALLING CAMPAIGN CONTACT RECORD

Parishioner Name: _____

Mailing Address: _____

Email: _____

Cell Phone: _____

Home Phone: _____

Preferred Method of Contact: _____ (Cell Phone, Home Phone, E-mail, FaceTime, Mail)

Frequency of contact request _____ (weekly, monthly)

Contact made on: (date) _____ **by (outreach caller)** _____

Notes

Prayer intentions: _____

Special support requested: _____

Follow-up Needed: _____

Other Updates: _____