



### ***Introductions***

- Hi, my name is ....
- I'm a fellow parishioner at \_\_\_\_\_ calling as part of our Pastoral Care & Outreach efforts.
- I am calling to check-in to see how you are doing and to share God's love.

### ***Reason for Calling***

- We would like to be of service both spiritually and practically at this time.
- I want to let you know some of the things we are doing to stay connected as a community. (e.g. reaching out, online resources, online Mass, etc.)
- Have you had a chance to visit our parish website? It's a great resource to find new ways to deepen our faith.

### ***Getting to Know You***

- Tell me more about yourself and your life at \_\_\_\_\_ Parish.
- When did you join the Parish?
- What ministries or activities have you been involved with?
- How are you doing with the current situation?
- How are you coping with being asked to self-quarantine? Any challenges?
- Are you in regular contact with family and friends?
- Share some of your own stories!

### ***Spiritual Connections***

- It may not feel this way now, but God often draws closest to us in our struggles and in the storms.
- Here at \_\_\_\_\_, we want you to know the love, mercy, and presence of God. We want to be with you in every way we can during this important time.
- Daily Livestream Mass w/Archbishop Etienne – 8:30am (PT) [Vimeo.com/archdioceseofseattle](https://vimeo.com/archdioceseofseattle) or [Facebook@ArchdioceseofSeattle](https://www.facebook.com/ArchdioceseofSeattle)

### ***Pray***

- Would you like to join me in a prayer before we end this call?
- May I email you a prayer to pray at home? (Snail Mail if they have no access to email)
- Pope Francis' Prayer to Mary during the Coronavirus Pandemic and other prayers are available on the attached prayer list.

### ***Reassure***

- We are all in this together.
- Acknowledge and validate feelings, repeat back the emotions that may be expressed.
- We don't know how long this situation will last, but we look forward to celebrating at public Masses again soon.
- I'd like to give you a call back to check-in again if that is ok with you.
- The primary purpose of the call is to be present and to listen!

### ***What if?***

- If help is requested, make a note of it, but do not offer to help yourself. Reassure that you will pass along the information.
- Do not overpromise – we help as we can and are able.
- If you are uncomfortable at any point, try restating the purpose of the call to get back on track. If that doesn't work, graciously end the call and contact the parish.

### ***Next Steps***

- Set up another time to call and check-in. Once a week is good if you have the capacity to do so.
- Requests for help of any nature should be sent to the parish staff, St. Vincent de Paul, Catholic Community Services, etc., depending on the need.