Office of Pastoral Ministries
Script for Pastoral Outreach Phone Calls
Contact: Erica Cohen Moore | ericac@seattlearch.org | 206-909-5330 (c)
Joe Cotton | Joe.cotton@seattlearch.org | 206-472-4270 (c)

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 or Facebook@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.

Thank you to St. Louise, Bellevue and Holy Rosary, Seattle for their assistance with this resource!