



CARE CALLER MINISTRY

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INTRODUCTION

The COVID virus crisis has reminded us all of the importance of remaining connected through communication. We may physically separated, but we are still be able to pursue the purpose of fellowship. We don't want to be a church that waits around for people to contact us - we want to be the ones who reach out to people in their need! One of the ways that we do this is through our Care Callers ministry. We realize that we may be apart, but we are not isolated!

WHY

Together, as the body of Christ, we have the privilege of serving our church family. These unnerving times have given us a new and unique opportunity to lead our church members in caring for each other. Together, we can make our big church feel small and ultimately spread the love of Jesus through a simple phone call. Together, we understand that God can use our voices to ease tension and calm fears.

Care Calls gives us the opportunity to:

- listen to members and support them with immediate prayers
- invite members to connect with us for online services
- invite members to join an online small group
- offer delivery of care packages and essentials to their homes
- transfer them to our other hotlines for emotional support, tech support or Celebrate Recovery
- follow up with those who receive Christ through online church or other COVID-19 outreaches like the Pop Up Food Pantries

As we like to say in our Care Caller ministry: "Whoever has ears, let them hear... from us!" Let them hear of God's deep care and promises. *"And we know that in all things God works for the good of those who love him, who have been called according to his purpose"*

Romans 8:28.

HOW TO GET STARTED

- Draw up different set lists of members according to their level of risk.
 - o We suggest creating a list of those
 - > 60yrs
 - 40-60yrs
 - 20-40yrs.
 - o These lists should be made available online once each is completed.
- Assign a team or individual to oversee this ministry so that they may help manage Care Callers (volunteers) with any questions they may have.
 - o Ministry lead should make sure to regularly update a FAQ page for Care Callers.
- Assemble volunteers willing to make Care Calls
 - o Send them an overview explaining the heart behind the ministry
 - o Send them a sample care call script and instructions
 - o Break your lists of calls down and assign a care caller to each group of calls
- Call those at highest risk first.
 - o Callers are to use the 'Call Script' initially. They are to then check up on their block of people every week.
 - o Make sure to record all testimonies!
- Fun tip: Have your staff begin doing these Care Calls in order to lead the church by example.

EXAMPLE CARE CALLER SCRIPT

Hi, this is (first name) from Saddleback Church. I'm a **Care Caller** for Pastor Rick. Rick asked me to call you and find out how you are doing during this Virus Crisis.

Because our church family isn't able to meet together right now, we've started a number of new ministries to help people who are confined to their homes.

For instance, we have a **Tech Support Ministry** that help you watch the weekend service and even connect to your small group online.

We also have a **Care Kit Ministry** that can bring food or essential supplies to your door.

We also have an **Emotional Support Ministry** that you can call to get encouragement. So I'm calling to ask:

1. Is there any way we can we help you? Do you need anything right now?

If they need tech support- give their name to....

If they need food or supplies, give their name to...

If they need emotional support- give them care hotline #

2. You know, most of our members are connected to a small group for support.

Would you like me to help you get connected to a small group for support? (assume they are NOT in one)

If they say "I'm already in one" Say "Oh That's great! I would like to add you to the small group roster. Who is the leader or host of your group and when do you meet?" (Record the answer)

3. Thanks so much! I'd like to pray for you, but first, let me ask- Is there anything you'd like for me to pass on to Pastor from you?

Let me Pray for you: (include this in your prayer)

Dear God, I thank you for (first name) and I thank you that they are a part of our Saddleback Church family. Help them to feel your love and our love too. I'm so grateful that we don't have to go through this crisis alone – but we have each other to depend on and care for each other. I pray you will keep (name) safe and healthy, and we look forward to the day that we can join together again in our church family. In Jesus' name. Amen.

EXAMPLE SALVATION DECISION FOLLOW UP SCRIPT

Hi! This is (first name) from Saddleback Church. I wanted to call and say congratulations on making this decision in your life. We are so excited to welcome you into the church family!

I would love to hear the story of accepting Jesus in your life.

Thank you so much for sharing! I wanted to reach out and let you know some of the resources that we have for you during this time. Once we are able to get back to meeting in a physical space, we will go back to baptism and CLASS 101 as step 2 and 3 but for now I wanted to let you know about our website saddleback.com/newstart. (Have them type it in as written)

Have you been to our newstart page? (www.saddleback.com/newstart)

Help the person navigate the page if they wish.

- a. Watch Jason's video and fill out the connection card
- b. Step 1 watch Rick talk about prayer
- c. Step 2 has a free downloadable audio Bible in the description section of the YouTube video as well as a Bible reading guide.
- d. Step 3 choose from many options to join an online group

How else can we help you?

Let me Pray for you:

Dear God, I thank you for (first name) and I thank you that they made the decision to follow you and are now part of our Saddleback Church family. Help them to feel your love and our love too. I'm so grateful I was able to hear (name's) story and how you are moving in (name's) life during this time. I pray you will keep (name) safe and healthy, and we look forward to the day that we can join together again in our church family. In Jesus' name.

Amen.

EXAMPLE SALVATION DECISION FOLLOW UP SCRIPT - SPANISH

¡Hola! Me llamo _____ y estoy hablando de la iglesia Saddleback. Quería llamar y felicitarle por tomar esta decisión en su vida. ¡Estamos muy emocionados para darle la bienvenida a nuestra familia!

Me encantaría escuchar su historia de cómo acepto a Jesús en su vida.

¡Muchas gracias por compartir! Quería comunicarme y hacerle saber, algunos de los recursos que tenemos para usted durante este tiempo. Una vez que podamos volver a reunirnos en un espacio físico, volveremos a bautizar y a tener la clase 101 como paso 2 y 3, pero por ahora quería hacerle saber acerca de nuestro sitio web saddleback.com/newstart. (Haz que lo escriban como está escrito) o ver el mensaje en Saddleback espanol.

¿Has estado en nuestra página de inicio? (www.saddleback.com/newstart)

Ayude a la persona a navegar por la página, si lo desea.

- a. Ver el video de Jason y llenar la tarjeta de conexión
- b. Paso 1 ver Rick hablar sobre la oración
- c. Paso 2 tiene una Biblia de audio descargable gratis en la sección de descripción del video de YouTube, y como una guía de lectura de la Biblia. (resource in spanish?)
- d. Paso 3 elegir entre muchas opciones para unirse a un grupo virtual.

¿De qué otra manera podemos ayudarle?

Permítame orar por usted:

Querido Dios, te agradezco por (nombre) y te agradezco que hayan tomado la decisión de seguirte y ahora son parte de nuestra familia Saddleback Church. Ayúdalas a sentir tu amor y nuestro amor también. Estoy muy agradecida de que pude escuchar la historia de (nombre) y cómo te has movido en la vida de (nombre) durante este tiempo. Te pido que mantengas a (nombre) segura y saludable, y esperamos con ansias el día en que podamos unirnos de nuevo en la iglesia. En el nombre de Jesús.

Amén.

EXAMPLE EMAIL

Initial Email for Super Care Callers:

Hi (name)!

Thank you for saying YES and taking part in this ministry! I am so thankful for you and how you are loving on our church family in this time.

Over the last few weeks, we have had multiple people accept Christ through our food banks. Our goal with these Care Calls is to reach out to these new believers to congratulate them on their life changing decision. We want to welcome them in our church family and guide them in their next steps.

1. Click **HERE** for the link to the document, similar format to the Care Call Document which is divided in to blocks of ten people.
2. Type your name in the “Claim By” cell.
 - If they need a Spanish speaker tell them “hola perdon no hablo español, voy a tener a alguien que te llame para tras” and note it in the column.
3. Use the attached sample script put together to help guide the conversation. If they need a Spanish speaker note it in the column.
4. Include any discoveries from the call (their story, specific needs?) in the notes column.
5. Point out the support phone # or email address for any particular need they might have (on the Follow Up Contact sheet/tab).
6. Conclude the call by praying for them, noting the date you spoke to them, and indicating any follow up needed.

This is a ministry of walking alongside them and listening. Feel free to email me if you have any questions.

As we like to say in the Care Callers ministry: “Whoever has ears, let them hear... From us!”

God Bless,