65 and up Phone Script – **Front Desk**

If you reach them in person:

Hello this is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ calling from \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Parish. How are you doing today?

…..

During this time of uncertainty and social isolation, and because most of the things that bring us together physically as a parish community have been cancelled, we at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_are reaching out to our members to check in. We are facilitating a service where parishioners can ask for or offer assistance, whether physical, spiritual or social. Is there anything that we can do for you, any assistance we can offer? There are many people eager to build connections and lend a hand or an ear when they can!

…

Even though we cannot meet in person, we want to make sure that we are staying connected as a parish. Have you been receiving our email communications?

…

We will be offering daily prayer reflections as well as streamed Masses through our social media platforms. Do you follow us on Facebook? Do you have access to our website?

….

Please know that we are keeping you in our prayers! God Bless.

Potential things to offer them:

* Errand run/delivery made
* Internet or computer access
* Help/guidance accessing our Facebook Mass live-streams
* Being paired with a phone buddy who will call to pray or chat
* Joining (or leading!) a virtual prayer group
* In need of food or other items
* Having the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_bulletin mailed to them
* Speaking with a priest
* A non-emergency anointing of the sick (in accordance with the Catechism of the Catholic Church: 1514)
* A Mass offered for an intention [Please take down details. Priests will be privately saying all normally scheduled Masses. The next available Mass date will be assigned to their intention.]

65 and up Phone Script – **Front Desk**

If you get sent to voicemail:

Hello this is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ calling from \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Parish. During this time of uncertainty and social isolation, and because most of the things that bring us together physically as a parish community have been cancelled, we are reaching out to our members to check in. We are facilitating a service where parishioners can ask for or offer assistance, whether physical, spiritual or social. Please let us know if there is anything that we can do for you, any assistance we can offer! There are many people eager to build connections and lend a hand or an ear when they can! Even though we cannot meet in person, we want to make sure that we are staying connected as a parish. Most of our communication and updates are through email. If you have not been receiving emails from us, please give us a call so we can get you on the email list. Also, make sure to follow us on Facebook and check out our website to see daily prayer reflections as well as streamed Masses.

You can reach us at (000) 000-0000 Please know that we are keeping you in our prayers! God Bless.

65 and up Phone Script – **Volunteers**

If you reach them in person:

Hello this is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, a fellow St. Thomas parishioner, calling on behalf of the parish. How are you doing today?

…..

During this time of uncertainty and social isolation, and because most of the things that bring us together physically as a parish community have been cancelled, St. Thomas has asked a group of volunteers to reach out to parishioners and check in with them. Is there anything that I can do for you, or any assistance I can offer, or prayer intentions that you’d like to share?

…

Now that parish events and public Masses have been cancelled, it’s more important than ever that we stay connected as a parish family. Have you been receiving St. Thomas’ email communications?

…. [If they have not, please ask them to share their email address so that we can update our records and keep them in the loop]

…

St. Thomas will be offering daily prayer reflections as well as streamed Masses through our social media platforms. Do you follow us on Facebook? Do you have access to our website?

….

Please know that we are keeping you in our prayers! God Bless.

Potential things to offer them:

* Errand run/delivery
* Internet or computer access
* Help/guidance accessing our Facebook Mass live-streams
* Being paired with a phone buddy who will call to pray or chat [that would be you, if you’re able!]
* Joining (or leading!) a virtual prayer group
* Ask if they are in need of food or other items
* Having the St. Thomas Sunday bulletin mailed to them
* Speaking with a priest [if they do want this, please indicate that it may take a while, as our priests are very busy at the moment]
* A non-emergency anointing of the sick [in accordance with the Catechism of the Catholic Church: 1514]
* A Mass offered for an intention [Please take down details. Priests will be privately saying all normally scheduled Masses. The next available Mass date will be assigned to their intention. We ask that they send in a $10 donation for each separate Mass.]

65 and up Phone Script – **Volunteers**

If you get sent to voicemail:

Hello this is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, a fellow St. Thomas parishioner, calling on behalf of the parish. During this time of uncertainty and social isolation, and because most of the things that bring us together physically as a parish community have been cancelled, St. Thomas has asked a group of volunteers to reach out to parishioners and check in with them. Please let me know if there is anything that I can do for you, or any assistance I can offer! Now that parish events and public Masses have been cancelled, it’s more important than ever that we stay connected as a parish family. Most of St. Thomas’ communications and updates are through email. If you have not been receiving emails from them, please give me a call or let them know and we’ll make sure to get that sorted out. Also, make sure to follow St. Thomas on Facebook and check out their website to see daily prayer reflections as well as streamed Masses that they are posting.

If you’d like to talk, please give me a call at [your phone number here]. You can also reach St. Thomas at (734) 761-8606

Please know that I am keeping you in my prayers! God Bless.

**Useful information**

No public Masses – daily and Sunday Masses will be streamed on Facebook and Website

Adoration Friday 9-6 in the Parish Hall, 6pm-9am(Saturday) in the Church

Confession: Wednesday-Saturday 2-4, Monday 2-4