

Discussion Guide for follow-up calls to all Church Members

AIM: to personally follow-up all Church members after the initial phone-call for Alert Level 4 lockdown procedures. This discussion will serve to inform of any changes, care for, and gather information to further facilitate our continued response.

Please complete the Well-Being Check-In list from each call and give details to your Pastor.

When calling...

Introduce yourself: "Hi this is _____ calling on behalf of [enter your church name here]. In light of all the changes and concerns currently surrounding COVID-19, we wanted to follow-up from our first call to see how you and your family are doing during Alert Level 4 lockdown. How are you doing? [People will most likely want to have a general chat here, let them talk freely and be guided by their conversation with you]

We are keen to make sure you stay well connected to [name of church here] during this time and regularly receive communication from us. We would love to collect some further information from you if that's ok?

- Are you regularly connecting with our Sunday morning worship service through [add in your platform for worship, Zoom, Facebook Live, YouTube etc.]? If no, how can we help you gain access to our service?
- Are you aware our children's ministry, youth ministry, playgroup [choose options which applies] are meeting regularly online? If no, please provide details.
- Are you receiving regular email communication from Church? Is this the best way to contact you? If no, what is your email address so we can check our database. [emails can end up in junk folders so please get them to check this first].
- Have you liked our Facebook Page? [This may not apply to your Church] If no, ask them if they have access to Facebook and to 'like' your Facebook Page.
- Do you have any feedback on our online worship service and communication with you?
- Do you have any specific concerns for yourself/family/household that we can help you with?
- Do you have any prayer needs?
- How can we continue to help and support you? [On-line pastoral visits via zoom/phone-call, organising picking up and dropping off grocery items to your door].
- Would you like to become part of an online home-group?
- Do you or any of your family members have symptoms of, been tested for or diagnosed with Covid-19 (coronavirus)? [If yes, ask how they are doing and say "I'll let [Pastor's name] know and they will be in touch with yo].

Please communicate with your people to stay in touch with church by checking email communication, Facebook [if this applies] and being part of Sunday worship platforms. Pastor's are available to support anyone who wants to chat, pray, have an online coffee together. Would

you like the contact phone number and email address of our Pastor? [Give out contact phone number details if required].

[Church Name] Well-Being Check List for Callers

Family Name:

Caller Name:

Date of Call:

Are you regularly connecting with our Sunday worship service? Yes/No
[If no please list details on how we can help them to connect here]

Are you aware our ministries like youth, kids are meeting regularly online Yes/No

Are you receiving regular communication from Church Yes/No
[If no, please add in details and email address here so we can check our records]

Have you liked our Facebook Page [if applicable to your Church] Yes/No

Do you have any feedback on our online worship service and communication with you? Yes/No
[If yes, please list any comments here]

Do you have any specific concerns for yourself/family/household that we can help you with? Yes/No
[if yes, please provide details here]

Do you have any prayer needs? Yes/No
[if yes please provide details here]

How can we continue to help and support you?
[Please provide details here]

Would you like to become part of an online home-group?

Yes/No

Have you or any of your family members been diagnosed with Coronavirus?

Yes/No

[If yes please provide details here]