

Location Staff After Hours Phone Procedure

This procedure is intended to provide the location staff with direction for providing after-hours pastoral support at their locations. The intention is to be able to provide an appropriate level of pastoral support to those within our church on a 24/7 basis. Recognizing that not all after hours calls will be emergencies, the heart is to be “appropriately available”. While ALL after hours calls need to be responded to within 15 minutes, situations such as medical emergencies, life-threatening calls, etc should be given more immediate attention than situations such as general prayer requests, financial needs, requests for counseling etc. Non-emergency requests can be redirected to normal business hours during the response phone call.

Each location is provided with a mobile phone that is equipped with 3CX and an extension that will route after-hours pastoral calls to the phone.

Location Responsibilities:

- Campus Pastor will create a rotation among pastoral staff for the phone.
- Campus Pastor will coach staff on appropriate responses for the various types of needs
- Whichever pastor is on rotation is responsible to:
 - o Keep the phone charged and on them at all times
 - o Check the phone nightly to ensure that it is connected to 3CX and working correctly by test-calling their personal number.
 - o Keep the ringer on the phone turned on, with the volume set to a reasonable volume
 - o Keep the phone connected to wi-fi at their home (if available)
 - o Use 3CX for all outbound calls
- No apps should be installed or removed or phone settings changed
- Notify Central IT if there are any issues with the device or 3CX
- When the phone is received:
 - o Create a voicemail greeting in 3CX using the following script:
You have reached the after-hours pastoral support line for the [INSERT LOCATION NAME]. Please leave your first and last name, a phone number that you can be reached on and a brief description of your need and a pastor will be in touch within 15 minutes.
 - o Set the voicemail passcode to “0316”

Procedure:

1. When an inbound call is received, let it go to voicemail
2. If a voicemail is left listen to the voicemail immediately
3. Pray through how you will respond when you return the call
4. Within 15 minutes, contact the person.
5. After the call, notify other location staff who may need to be made aware of the issue.

6. Make any notes about the call in the persons' CCB profile and create a list of follow-ups for the next day.