



## **PASTOR CARE – General Phone Call Script**

*VISION: To pastor the people entrusted to us with every phone call through knowing, loving, and meeting needs.*

- *Know them – by listening, seek to understand, listen again*
- *Loving them – praying with them and by speaking truth*
- *Meeting needs – document data & email to Pastor Josh Homan and Karen Murano*

Our endeavor in this season is to make a 3CX phone call to our church family members. Please log every call by summarizing how you prayed with them and if they have any needs. Using the Google Sheets (spreadsheet) under the appropriate tab (your name) add the details directly onto the list you are managing. Take notes in a such a way that if this person was handed to another leader they could pick up where you left off to continue the pastoral care. This document updates online in real-time as you make changes and is shared among the team, please only work on the list in your tab.

- Log ALL your notes here: [Call List Google Sheet](#) (working the list under your name/tab)
- Copy and send NEEDS for further review in an email to Pastor Josh and Karen Murano

### **Leave them with HOPE!**

Each time you begin –

- Pray first, ask the Lord to give you wisdom and to speak through you.
- Open the Google Sheets document and your email; be ready to take notes.
- If a practical need comes up, *under promise and over deliver*.
- Lead with LOVE, have go-to scriptures available to share. (see below)

### **Voicemail:**

"Hello [\_\_\_\_], this is [\_\_\_\_] from Next Level Church, and I am calling as part of our Pastoral Care Team.

As your church family, we just wanted to check in and see how you're doing. I'm so sorry I missed you. As you may know, we are continuing to meet through online services at our regular service times and we are gathering each evening at 7:14 to pray. If you have kids at home check out our online resources for Next Level Kids! Middle and High school students can continue to meet online with Collide, as well. We hope you can join us through social media as Pastor Matt goes "Live" each evening, and please stay tuned for upcoming announcements.

We look forward to hearing from you! If you have any questions, if we can partner with you in prayer, or if you have any needs please let us know. You can always contact the church at 239-274-3755 ext. 9002 You can also send us your prayer request by texting NLCPRAYER to 555 888

We love you and we're praying for you! Have a great day."

### **Answered Calls: (Know them, love them, meet their needs)**

Hello, may I please speak to [\_\_\_\_]? This is [\_\_\_\_] from Next Level Church, and I am part of the Pastoral Care Team. Do you have a minute or two to talk?

→ If no:

*Ask if there is a better time to call – note the day / time*

→ If yes:

Proceed with the script or use the talking points, as they are appropriate:

*"As your church family, we just wanted to check in and see how you're doing. We believe that now, maybe more than ever, staying connected is vital and truly makes a difference. Have you been able to connect with us online or in a small Group?"*

- *"How are you doing?"*
- *"How has your world changed?"*
- *"Do you have kids in your home?" "Have you seen NL Kids has online resources?" "Collide, too!"*
- *"God loves you."*
- *"We love you, and you're not alone."*
- *"Is there any way we can pray for you?"*

### **PRAY FOR THEM!**

- Encourage them to participate in an online weekend service.

- Invite to join the prayer time at 7:14 PM daily on a social media platform: Instagram or Facebook LIVE
- Enter any prayer requests they give you on the Google Sheet and **be sure to pray for them over the phone.**
- If they have expressed any practical needs, please document them in your [Call List Google Sheet](#) and add copy the needs in an email separately.

When you finish let them know that they can always reach back out to us if/when they are in need. 239.274.3755 ext 9002

**If the phone number doesn't work:**

Send the person the following [personalized] email: copy and paste

Dear [\_\_\_\_],

I am reaching out as a part of the Pastoral Care Team at Next Level Church. I tried to give you a call earlier today, but I wasn't able to get ahold of you.

As your church family, we just wanted to check in and see how you're doing. I'm so sorry I missed you. As you may know, we are continuing to meet through online services at our regular service times and we are gathering each evening at 7:14 to pray. If you have kids at home check out our online resources for Next Level Kids! Middle and High school students can continue to meet online with Collide, as well. We hope you can join us through social media as Pastor Matt goes "Live" each evening, and please stay tuned for upcoming announcements.

Here is a quick link to our website for the [previous weekend message](#).

We look forward to hearing from you! If you have any questions or if we can partner with you in prayer, please let us know. You can email me or contact the church at 239-274-3755 ext. 9002. You can also send us your prayer requests through our website. [Nextlevelchurch.com](#) and click on the "Prayer Requests" tab.

We love you and we're praying for you! Have a great day.

[Staff signature added]

**Scriptures to assist you:**

**Proverbs 3:5-6** Trust in the LORD with all your heart and lean not on your own understanding; 6 in all your ways submit to him, and he will make your paths straight.

**Matthew 11:28-30** "Come to me, all you who are weary and burdened, and I will give you rest. 29 Take my yoke upon you and learn from me, for I am gentle and humble in heart, and you will find rest for your souls. 30 For my yoke is easy and my burden is light."

**John 14:27** Peace I leave with you; my peace I give you. I do not give to you as the world gives. Do not let your hearts be troubled and do not be afraid.

**1 John 4:18** There is no fear in love. But perfect love drives out fear, because fear has to do with punishment. The one who fears is not made perfect in love.

**2 Timothy 1:7** For the Spirit God gave us does not make us timid, but gives us power, love and self-discipline.

**Isaiah 40:31** but those who hope in the LORD will renew their strength. They will soar on wings like eagles; they will run and not grow weary, they will walk and not be faint.

**Isaiah 41:10** So do not fear, for I am with you; do not be dismayed, for I am your God. I will strengthen you and help you; I will uphold you with my righteous right hand.

**Joshua 1:9** Have I not commanded you? Be strong and courageous. Do not be afraid; do not be discouraged, for the LORD your God will be with you wherever you go."

**Luke 12:22** Then Jesus said to his disciples: "Therefore I tell you, do not worry about your life, what you will eat; or about your body, what you will wear.