

# Emergency Phone Policy

*This policy is for Chaplaincy team members that hold the emergency phone for out of hours pastoral support.*

Thank you for having the emergency phone! Please make sure you have the phone, charger with you at all times.

## Instructions

- Turn on and off by holding down red button
- Please do not leave the phone unattended
- Please make sure the phone is turned on outside of office hours (from 5pm - 9:30am the next morning) during weekends and bank holidays
- Check the rota enclosed and ensure you hand the phone directly to the next person. Do not leave the phone behind info point or with anyone else.

When the phone rings please let all calls divert to voicemail - the caller will hear this message:

*Thank for calling Renewal - If you would like a call back from one of our pastoral team please leave your name, number and a short message and will respond to you as appropriate. Please note that this number is for pastoral emergencies only. We cannot arrange Food parcels, pastoral or counselling appointments or give out any contact details through this number, please contact the church office on 0121 711 7300 for any of these enquiries. If you are in danger from anyone else or yourself please dial 999.*

Once the caller has left a message, please listen to it.

Do not return calls requesting:

- Food parcels
- Contact details of anyone in the church
- General information about church activities
- To arrange counselling appointments
- Money or help with transport

Please email [jtowler@renewalcc.com](mailto:jtowler@renewalcc.com) with the details of the call and they will be contacted the next working day during office hours. Please make a note in the log book that you have forwarded on the request.

Please return the call immediately if:

- The person is requesting prayer for themselves or another person
- The person is requesting a pastoral visit due to a sudden illness or bereavement
- You feel there is a genuine need for immediate pastoral support

If a person is asking for prayer, please pray with them.

If a person is in emotional distress, offer a short prayer for them and enquire whether they are in contact with their local mental health teams. If so, signpost them to their care co-ordinator. If they require further support explain that you are not a trained counsellor and advise them to ring the Samaritans on 116 123 or if they feel they are at risk of harming themselves or others to dial 999.

If:

- someone has been taken into hospital suddenly and they are requesting a visit
- there has been a bereavement
- there are any safeguarding concerns about a child or vulnerable adult (please review additional guidance enclosed)

then please contact Justyn Towler on 0771 528 1755 immediately.

Many thanks for offering this valuable service.