

Pastoral Telephone calls

Thank you for making time to ring those who are most vulnerable in our church community at the moment, it is a great privilege to be the presence of Jesus to each other in these challenging times.

Veronica will be sending you a list of people to ring. They have been identified as being vulnerable because of one or more of the following:

- Over 70
- In Isolation
- Unwell
- Pregnant or with a newborn
- with an existing additional, learning or mental health need
- have no access to the internet so can't join in any online activity.

During the call please:

- Take time to listen to any concerns they may have, or simply listen to whatever they would like to talk about
- Listen out for anything that may need a further call from the wellbeing team or some practical support. If they do, make sure they know you are going to ask someone else to call them to arrange further support, and that you will ring them again after
- Discuss any key messages from the weekly briefing email and ensure they are up to date with Renewal communications
- Consider praying and read the bible together if they are happy to
- Check out what other levels of support they are receiving, we need to know whether they are having lots of calls and contact from others, or if we are the only ones calling
- Agree with them when you will next call

Please record on church suite or email Veronica with your notes - to be formatted as below

- Name of team member who called
- Brief summary of what was discussed – just fact no opinion to be recorded here (see examples below of what to record)
- Any further action needed
- Agreed time and day for next call

Eg:

Justyn Towler called Liz – we chatted about how she is feeling. No further action needed until phone call next Wednesday

Veronica Wilks called Justyn – he was very upset and cried for a lot of the time, he agreed to have a wellbeing call. Veronica will phone again in two days time after his call from wellbeing team.

Norma Clark called Veronica – she has run out of shopping and her family can't support. She needs support with food deliveries. Norma to call again in two days.

Things to note

Making a note on church suite will not automatically trigger a further response, if you agree for someone to receive further support from either the *wellbeing* or the *practical team* please email pastoralcare@renewalcc.com as well as making the note, and be clear with what is being requested/needed.

Leaving a voicemail does not count as making contact, if they do not return your call within 24 hours please ring again

If at any point you become aware that a person is at risk of harm – either by others or themselves, you must contact Justyn on 0771 5281755 immediately for further advice. Please consult the risk document and remind yourself of risk – <https://renewalcc.com/app/uploads/2019/05/Renewal-risk-awareness-may19.pdf>

If they are well connected and don't require any further support gently enquire if we should take them off the list for further calls, and then can let us know if they wish to put back on.

Finally – take care of yourself – this will be a distressing time for many people, and with limited contact and outlets, people will be more prone to allow their emotions to flow out during the call – we will arrange regular supervision and contact for you – but if you need to speak to someone following a call, please contact Veronica and Justyn straight away, we are here to serve you as you serve the church and community