



CARE TEAM & LIFE GROUP LEADER PHONE CALL GUIDE

It is the goal of Gateway Leadership that every member of Gateway Church will be contacted at least once every two weeks.

WHO & WHEN TO CALL

For those in Care Team Districts,

- Everyone that is a shut-in and/or are over the age 65, should be contacted every week.
- Everyone that is not in a Life Group, should be contacted every other week.

For those in Life Groups,

- Everyone that is in a Life Group, should be contacted every other week.

SETTING UP YOUR PHONE CALL

Find a quiet space, where you will be free from distractions and various background noise. Have nearby a pen and paper where you can log your call activity (name of recipient and date), and where you can write down necessary notes about your conversation to pass along to the church office.

Make sure that you have appropriate time for the phone calls that you are going to make, set aside at least 5 minutes per call (sometimes more) that you plan to make, and do your best to not rush through them. Remember that it is your goal to let our members know that they are being prayed for, and that the church is there for them.

QUESTIONS TO ASK

Begin your phone call with introductions and the purpose of your call. You might say,

“Hi, my name is _____, and I’m calling on behalf of our Care Teams at Gateway Church, where we are wanting to connect with all of our members. Is this a good time to connect for a few minutes?”

Optional list of questions (primary):

I wanted to see how I can be praying for you this week, what can I be praying for?
How are doing with all this news around the virus?
How are you feeling?
What are some of the challenges that you can foresee coming up in the week/month?
In all what is happening, what are you most grateful for?

Optional list of questions (secondary):

[Parents with children in the home]

How are your **children** doing?
Do they understand the scope of what is happening?
How are they coping with the news of school closures?
How are you doing with the idea of having your kids not in school?

[People with elderly parents]

How are your **parents**?
Do they have all that they need to make it through isolation?

[For anyone]

Have you had to make some tough decisions in all this?

Have you had to cancel travel plans?

Have you noticed a change in your neighborhood?

Are people connecting more around you?

Have you been able to be a part of those connections?

CLOSE THE CONVERSATION IN PRAYER

This may feel awkward to pray over the phone, and that is okay. The more you do it, the more you will get comfortable with it. Here's a sample prayer you can use.

“Heavenly Father, I thank you for the opportunity that we had here to connect over the phone. Lord, I lift up _____ to you, may they continue to feel your nearness in these uncertain times. May _____ experience a deep measure of your love and mercy today, and for the week ahead. We ask together that in your love for this earth, and everyone in it, that this virus would be overcome, and that we can return to the regular lives you've given us to live. Grant safety and security to this family, and our whole church family, to our neighbors near and far. These things we pray in your name, Jesus, Amen.”

REPORTING YOUR CONVERSATION

Record on your simple details of this phone call, noting the Recipient, the date, and any pertinent information. Then once a week, on Thursday's, send all of your gathered information to Carol at the church office – office@gatewaycrc.org. Follow this sample form:

WHO	WHEN	INFORMATION
Sally Jones	March 24, 2020	Sally is all good.
Frank Young	March 30, 2020	Frank needs toilet paper, and needs prescriptions to be picked up.

RESOURCES FOR FOLLOW-UP

Before offering Gateway Care services, be sure to ask the individual if they have any family members, friends, or neighbors who can help them. If not, you may offer our “Covid Response Taskforce.” Please note that with this option, you would be required to reach out to the church office on their behalf to pass on the appropriate needs. It is our desire to limit the number of calls to Carol from members in need. You will serve as the “bridge” in these requests where you will pass along the appropriate needs to the church office in order to be delegated out to the pool of volunteers. Be sure to provide accurate lists, places, and home address.

Thank you for your commitment to serve the Lord's community at Gateway Community Church in this way.

If you have any questions, do not hesitate to reach out to one of our three pastors:

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