

COVID-19
***Sample Phone Call Script for Reaching Out to
Volunteers and Donors***

Purpose: You want to maintain contact and a relationship with your volunteers and donors during the Covid-19 pandemic.

The primary reason for doing this?

It's the right thing to do.

It's the pastoral thing to do.

Jesus would do it (that's always the clincher).

Many of your donors and volunteers are older; being in isolation (as we all are experiencing) can be very lonely. A friendly phone call can really make a person's day.

So...what should you say?

Let the conversation be as authentic as possible. Hopefully, you will know this person or know of this person. But here is one suggestion:

You: Hi – this is Pastor Jill (or Joe) Schmo. I'm calling just to check in. I'm at home and I figured you were probably at home too. I want to see if you are OK and to answer any questions you might be having about the church right now or post-pandemic. I can give you a quick update, if you'd like, but first I want to find out how you're doing...

Congregant: (Let him/her talk, ask questions)

You: Here's the latest updates on the church. Be sure to talk about what the church is DOING. And, please let them know that their financial support continues to be important so that the work of the church can continue now, and post-pandemic.

Congregant: (Let him/her talk, ask questions)

You: Any other questions that come up? Anything that we can do for you during this time? (If they have a reasonable request...see if the church can't be of service to them! Be sure to follow up.) Once again, thank you so much for your support of the church. We will be so happy when this thing is over and we can be back together in worship.

You (post phone call): Take notes so that you or staff can follow up, if necessary.

Thank you for making these calls – they really do make a difference!