

CALL TEAM INSTRUCTIONS

- Please watch the short video training at ccgf.org/video-training.
- You are part of a 60-member CALL TEAM.
- You will be given a list of names to call. These names include CCGF members in the 70+ age group, widowers and widows.
- Each CALL TEAM member will call 10 people.
- Each CALL TEAM member will have a pastor/leader keeping in touch with them, seeing how they are doing, and praying with them. Each pastor/leader will oversee 5 CALL TEAM members.
- Call instructions:

Initial Call

1. Important: Take notes while making the call.
2. Introduce yourself.
3. Provide background (“I’m calling from Christ Church to check on you…”).
4. Assess their overall health and needs.
5. Ask for prayer requests.
6. Ask if they have specific or urgent needs.
 - If they need a prescription picked up, **we will need their birthdate and pharmacy location.**
 - If they need items like groceries or medicine, make a list of essential items needed. We will notify them of the amount after items are purchased and they can leave payment in an envelope in their front door for the delivery person, or mail a check, or pay online at ccgf.org/give.
7. Pray with them ([guided prayer sheet download here](#)).
8. Ask if they have an email address and write it down. Mention that they can watch our services via livestream, and that they can “give” through our website at ccgf.org. The livestream button and the give button are on the front page of the website.
9. Leave a phone number with them to call if they need something.
10. Complete the call form at ccgf.org/call-form and hit submit.
The GO TEAM and the PRAYER TEAM will be alerted of the needs from your phone call through this form. There will be a space for your comments and notes.
Note: The call form includes expanded options by clicking on the item. For example, if you click that they need medicine, a box will open up for you to put in specific meds.

Follow Up

1. If you have any questions/concerns: email or call Nancy Kramer at nkramer@ccgf.org or 412-741-4900, ext. 156.
2. For urgent needs, for counseling, or additional care, call the Pastoral Care department at 412-741-4900, ext. 143 or ext. 115. Pastor Barry is ready and available. He can reach out with a phone call or set up a Facetime call.
3. Send a follow up email if recipient's email address was provided ([email verbiage](#)).
4. Call back in one week for a wellness check.

Note to callers: If at any time, you have questions, we are available and ready to assist you. If at any time you feel frustrated, or you need emotional support, just call us. Leave a message at 412-741-4900 and we will return your call. We are here to support you in this effort, and we thank you for helping us reach out to our church family during this time.

Call checklist:

- Call Team Instructions
- Guided Prayer ([download here](#))
- Note Paper
- Call Form ([view here](#))
- Follow Up Email ([email verbiage](#))

CCGF TASK FORCE SUMMARY INFO:

1. **CALL TEAM:** To call elderly, at-risk or high-risk members and widows or widowers, and check in. Assess wellness and identify needs. Offer prayer and the promise of another call in a week.
2. **GO TEAM:** To shop for items for needs resulting from the calls. To deliver items to the recipients.
3. **PRAYER TEAM:** To pray for specific needs arising from the CALL TEAM or from the GO TEAM. To pray for those requests from the online form.