Dear friend,

On behalf of the [insert church name], I’d like to thank you for your willingness to serve on our Pastoral Care Response Team during this COVID-19 pandemic. We are adapting our ministry to make sure we are attending to the people in our church community during this COVID-19 pandemic. We aren’t asking for a commitment to continue this ministry after the pandemic ends, but we do wonder if this time of creativity will lead us to improve our community life in the next season, too!

As previously mentioned, you are working with a team of people in our congregation to call members in our directory for a pastoral “check-in.” Attached to this letter you will find your assigned list of names/contact information. Whenever you call people, we ask that you respond with the following script in mind:

*“Hi this is (Your Name), I am part of [insert church name] Care Team. I’m calling to see how you are doing and if there is anything we, as a church community, need to be aware of?*

*Do you have any prayer requests we can pass on?*

*Would you like the rector/one of our clergy to call you?*

*What kind of things are you doing to keep yourself busy during this time?*

*Are you able to get groceries? Do you have enough food/supplies in the house? If not is it OK to pass this information on? If applicable: We are putting together a [insert church name] shopping team.*

*If applicable: Just so you know, the [insert church name] worship services are being streamed. You can find them [insert applicable information here].*

*Do you have any change to your contact information? A new address? Telephone number? E-mail?*

Please know that you are free to adapt the script to your personal style. If any of your contacts indicate any kind of concerns or needs, please notify me immediately so our Charge can respond accordingly. You may also report any information updates as soon as possible. If your contacts have no concerns or needs to report, you do not need to contact me. I will likely check-in with you once a month to make sure you are okay and the job is going well, but if you would like to speak to me sooner, feel free to reach out. If parishioners indicate a need for more specific guidelines to access our streaming ministries, I will provide you with scripts to guide them through the process. I can also send those directions by mail.

If the Pastoral Care Response Team ministry becomes too time-consuming for you, please let me know, and we will redistribute your list. We recognize that people’s responsibilities may shift over the course of the pandemic, and we are prepared for any changes that may come. If you realize during the course of this process there is a ministry you feel more equipped to do (e.g., work with our Prayer Team, Mission Team, Worship Team, etc.), please let me know that as well. God has endowed each of us with many gifts, and your gift may be needed for such a time as this!

Finally, if you notice there are some names missing from our list of church community members, please let me know and we will add them. This endeavor is also a way for us to update our records, as some people have moved, no longer have home phone numbers, etc.

Many thanks, friends, and blessings on you all!

[Signed by clergy or lay leader]