



MEET THE NEED SUNSHINE CALLS GUIDELINES

*“Christ has no body on earth but ours,
no hands but ours, no feet but ours.
Ours are the eyes through which the
compassion of Christ looks out upon the world,
ours are the feet which he goes about doing good,
ours are the hands which he blesses his people.”
St. Teresa of Avila*

Thank you for being the caring and loving presence of Jesus by reaching out to others through Sunshine Calls.

Please pray before making the phone call that the Holy Spirit will guide the conversation and that the person will be open to your call.

- Make phone calls between 9am and 5pm (avoiding mealtimes). Ask if the time is good.
- The script provided is a guide to help you with the conversation and use the log for more details to check if the person talks about them in your conversation (please do not go through the items as a checklist).
- Share that the call is private and confidential
- During the call, if you assess the person has needs not mentioned by the person or you have a concern that you would like to discuss, please contact Claudia Molina at 630-697-3322 or Jolene LeRoy at 630-220-9983.
- Practice active listening while making the sunshine calls which involves setting aside personal thoughts, feelings and agendas.
- Remember to listen with the ears and heart of Jesus – with love, compassion, empathy, and patience.
- Sunshine calls are not a time to give advice or counseling. Please focus on the person you are calling and their needs.

Thank you for logging each call that you make – the first call on the Initial Sunshine Call Summary form and follow-up calls on the log. After calls are made and needs have been identified, please send a copy of the form by text to Claudia Molina at 630-697-3322 or by email to molinaclaudia@sbcgloal.net.

Thank you for reflecting the love of Christ to others.



OUR LADY of MERCY
CATHOLIC CHURCH

MEET THE NEED SUNSHINE CALLS GUIDELINES

Hello, my name is _____ and I am a member of Our Lady of Mercy Parish reaching out to you.

We are calling to see how you are doing.

(After the person responds and you make notes on the summary form that identifies their needs consider asking about the following):

Do you need help with:

____ Groceries

____ Other _____

Are you receiving emails or communication from our parish?

If the person answers YES:

Please ask and check mark the ways of communication on the summary form: parish app, Constant Contact, Facebook, OLM website, emails or Ministry.

If the person answers NO:

Please mark that on the summary form.

Ask if they would like to have someone contact them to set up communication with the parish app, Constant Contact, Facebook or the OLM website.

After listening to the person and nearing the end of the call:

Ask if the person would like to pray together before hanging up.

The prayer can be informal (spontaneous) or formal. You may ask the person what they would prefer. (Examples: Hail, Mary; The Lord's Prayer; The Memorare; Pope Francis' prayer to Our Lady, Health of the Sick)

End the conversation by:

Thanking the person for talking to you.

You will make arrangements for the needs that were identified while talking with them.

Discuss with the person:

How often they would like a Sunshine Call – prefer by call or text..

Set up your next call or text time with them (confirm number).

Explain that if a need arises before the next call, contact Claudia Molina at 630-697-3322 or reach out online at the Our Lady of Mercy website at olmercy.com and click on the "Let us help, post your need here" square button.

Thank the person for talking (and praying) with you over the phone.

Tell the person that the parish cares about them and will be praying for them.

Goodbye and God bless



MEET THE NEED
SUNSHINE CALLS GUIDELINES

Initial Sunshine Call Summary

Full Name: _____

Date: _____ Time: _____ Live: alone ___ Fam ___ AL ___

Phone #: _____ H Cell Parishioner: Y N

Phone call results (use codes below): _____

RESULT CODES

S/W = spoke with	N/A = no answer	B = busy	N/S = not in service
MSG = left message	P = prayer request (list in comments)	FLAG = flag for follow up needs/calls	W = wrong number

While speaking please mark if you hear any of these potential needs (please do not ask)

Groceries: ___ Drinks: ___ Meals: ___ Meds: ___

Company: ___ Doctor: ___ Family: ___ OLM: ___

Movies: ___ Cards/Board games: _____ Childcare: _____

Anxiety: ___ Depression: ___ Panic: ___

Other: _____

Are you receiving emails or communication from our parish? Y N

If the person answers YES, please ask and check mark which ways. If NO ask if they need help.

- | | | |
|---|--------------------------------------|-----------------------------------|
| <input type="checkbox"/> parish app | <input type="checkbox"/> Facebook | <input type="checkbox"/> emails |
| <input type="checkbox"/> Constant Contact | <input type="checkbox"/> OLM website | <input type="checkbox"/> Ministry |

Comments: _____

Caller's Name: _____

