



The Lay Pastor Society Do's & Don'ts

Some Do's and Don'ts when Phone Calling

Say a prayer before calling. Ask for guidance from the Holy Spirit. Perhaps ask Mary's help to bring Jesus to the person we are calling, just as she brought Jesus to us.

Have Your Supplies Ready

- Pencil and Paper
- Pastoral Journal
- Contact Sheet
- Monthly Telephone Script (only if needed)
- Current Church Bulletin
- Church Newsletter (if one exists)
- Catholic Charities Information Card

Make the Call

- Use the script if needed as a guideline.
- Briefly explain who you are and what you are doing.
- Be positive - you are bringing the Good News that God, the Church and the Pastor, thinks about and cares about the person you are talking to.
- Without pressuring, confirm the information you have for that person/family to update the parish registry (initial calls).

Listen to What the Person is Saying

- Let the person talk about his or her concerns.
- Don't pressure them about anything.
- Don't be judgmental.
- Offer referral information as appropriate (Baptism, school, bulletin news, social services, bereavement, etc.)



- Draw them back to the church, if needed, by your example, by the Love of Christ that we share.

Give Yourself Time to Call

- Don't call when you only have two minutes to talk. It may only take two minutes but it may be the one time that they need to share something important and therefore need more time.
- If you need to cut the call off, try to give some advance notice, such as, "What you are saying seems really important and I'd like to give it my full attention, but I have to go in about five minutes. Is that enough time, or should I call back tomorrow when we can have some more time?"

Until you are comfortable with your people, it is recommended that you do NOT give out your full name, address and phone number. If they need to reach you, they can leave a message for you with the church office and the office staff will contact you.

End each call with a "Thank you for sharing with me, and I look forward to touching base with you next month" type of goodbye.

If someone is rude, don't take it personal. They don't realize you are someone who is bringing only the Love of Christ. Respond with kindness.

If someone absolutely does not want you to call back - respect that wish and turn in that name so you can get another one.

If you get an answering machine, leave a brief message such as;

"Hello, this is _____ your Lay Pastor from _____ church. I hope all is well with you. I'll be calling each month to let you know that we are thinking of you and to see if there is anything you may need. May God bless you."



If someone speaks a language that you can't understand, bring that name to the next monthly meeting and exchange it for another.

Absolute confidentiality is required and must be maintained with regard to what someone shares with you. The person who shares with you must be confident that it will go no further. If there is a concern that seriously merits attention it should be addressed privately through the LPS coordinators or the Pastor whichever is appropriate.

The one thing you cannot, by law, ignore and keep confidential is child abuse. As a representative of the parish you are required to pass such information on to the appropriate people, go first to the Pastor.

This list was prepared by the LPS at St. John of the Cross Catholic Church, Lemon Grove California.