

**NORTH LAKE PRESBYTERIAN CHURCH
DEACON TRAINING**

TELEPHONE CARE AND ZOOM CARE

My phone and computer have always been tools that I have taken for granted. I now thank God for the many different ways I have to communicate. Covid -19 has changed the way we are able to care for and meet with members of our church family. Covid has also changed our roles as Deacons.

CARING FROM A DISTANCE

1. Hospital visits have become phone calls.
2. Hospice visits have become visiting with family outside the Hospice House.
3. Celebration of Life ceremonies have become small family gatherings in our Memorial Garden.
4. Grief Share and Loss of Spouse seminars have become 10 attendees or less.
5. Phone calls and Zoom have become the normal way of reaching out.

PLACING A CALL

1. Deacon's often check in with members by picking up the phone and saying hello.
2. All calls are logged so we know someone is not overlooked.
3. When placing a call ask if it's a good time for them to talk, if not schedule a time that is convenient for both parties.
4. Keep calls short and uplifting.
5. There is much value in reaching out and saying hello.

LITTLE TIPS

1. Don't tell them you know how they feel.
2. Don't tell them what they need to do.
3. Don't tell them they are wrong.
4. Don't rush them; you don't know where they are going.
5. Just listen.

ZOOMING

1. Zoom has been used for large groups meetings but can also be used for one-on-one meetings.
2. Zoom is not as personal and face-to-face but it can be very helpful when needed.
3. Deacons have used zoom for communication.

1/18/2021

LJM