

Tips for Making Well-Check Calls

- Introduce yourself and tell them why you are calling.
 - Call them by name.
 - Remind them they are not alone.
- Ask open-ended questions. (Avoid asking yes or no questions.)
 - This provides them an opportunity to share and provide you with additional information that may be helpful in meeting their needs.
- Provide reflective listening. Listen more than you talk, then acknowledge that you hear and understand what they are saying.
- Ask follow up questions to determine if there is a need for any of their basic needs. (food, toiletries, medicine, etc.)
 - Do not promise anything you cannot deliver.
- Offer to pray with them. This may be a time to share a comforting passage of Scripture.
 - Be sensitive to the leading of the Holy Spirit to guide your potential Gospel conversation.

Note: Keep in mind the feelings and emotions this person is going through are overwhelming. As they experience a sense of grief over the loss of normalcy, you can be an encouraging word to provide comfort and peace. The most important goal of this call is to let them know they are not alone, physically and, more importantly, spiritually.