

PROTOCOL FOR THE NCCF DIACONATE

- (1) Use the script below and identify yourself when calling members.
- (2) Try to limit the calls to as short a time as possible. 5 minutes is recommended.
- (3) Deacons are not authorized to council members at any time.
- (4) No confrontation with members over Bishop/Pastor, church leadership, staff, policies or doctrines; please refer these calls.
- (5) If you are informed of any of the following: (hospitalizations, serious illnesses, surgery, deaths, or funerals.) You will contact Pastoral Care by emailing Elder Jessica Bass pastoralcare@nccf-sa.org or by calling 210.646.7997 ext 126 and give her the information. Let the member know that you will forward the information to pastoral care and they will follow up with them.
- (6) Don't share the new member's phone number with anyone outside of Day Staff or Diaconate Leaders.
- (7) You can pray for the member(s), if asked or if needed, but "No Long Prayers".
- (8) Do not promise anyone that NCCF will provide financial assistance.
- (9) Maintain a current listing of church phone extensions for quick referrals, i.e. the church van ministry.
- (10) Do not disrespect unsaved members or members of different genders in the household,
- (11) If an unsaved member of the family answers the phone (husband or wife) and denies you permission to speak to the NCCF member, apologize for the inconvenience and annotate your roster accordingly.

Deacon's Monthly contact (sample) script

Good afternoon this is (your name) one of the Deacon/Deaconess from New Creation Christian Fellowship Church.

May I please speak to (the new member name). Is this a convenient time for you to talk with me?

I want to welcome you to the ministry. I have been assigned to you as your deacon/deaconess to see how you are doing and to make sure you have a smooth transition in connecting to the ministry. I am also here for any questions, concerns and prayer request you may have for you are your family, as well as to celebrate with you on any special occasions. I will be contacting you monthly via telephone, text or face to face for follow-up.

Do you currently have any concerns or questions for me?

I enjoyed speaking with you and God bless!