

**Priests on Call Protocol
for Phone Counselors available from 9am-9pm**

(Code Names are to be used for All Priest and Phone Counselors)

1. First start out by asking the caller if there is something that you may help them with. Proceed to the next step if they still need to speak to a priest.
2. Ask the caller for their **name and phone number** and tell them a priest will be calling with an unidentified or blocked number and to answer it. Ask the caller what would be a good time to receive this call. If the caller misses the call, the caller should call the Upper Room back to notify the priest to call again. The caller won't be able to call the priest back directly. **DOCUMENT WHEN THE ORIGINAL CALL CAME IN FOR DATE AND TIME.**
3. Phone Counselors go to <https://www.catholichotline.org/volunteer-resources> to find the priest to call for that particular day. Give the priest your cell number so that the priest can call you back. Once called, **NOTE THE DATE AND TIME ON THE DATA SHEET**
4. If the caller needs to speak to a priest after 9PM, the phone counselor holds the data sheet and calls the priest on schedule for the next day.
5. In the event, Father did not answer when you called him, please leave a voicemail identifying yourself with your code name from the Upper Room and give the priest the callers name, phone number and best time to return the call.
6. The priest already knows to return the call back to you or the next phone counselor with the summary of the call. **PLEASE NOTE THE DATE AND TIME ON THE DATA SHEET.**
7. If you haven't heard back and it has gone past 24 hours, then submit the data sheet without it's completion and notify this delay to Terry.