



Latest Update 16:00 Monday 23rd 2020

Phone Tree for Corona Virus Support

Here's a simple way to help those who are isolated during COVID-19 epidemic – tried and tested by members of the Rural Coffee Caravan. Each village (or street in a town) has a Phone Tree Coordinator. If somebody would like to receive a regular phone call during the next few weeks or months, they ring the coordinator who will match them with someone who phones them and people whom they will call. With a telephone tree – each person can call their two designated people for a chat, so that if it becomes necessary to self-isolate, folk can still have a bit of a natter and a catch up to relieve any social isolation.

Each phone tree is independently organised by a church or individual, but the Lightwave and Rural Coffee Caravan Teams can supply some good practice guidelines. We're happy to spend time supporting coordinators answering questions, addressing challenges and we will pray for your phone trees:

Look forward to hearing from you

- Canon Sally Fogden (Rural Coffee Caravan) – 01359 268923. Sallyfogden@btinternet.com
- Archdeacon Sally Gaze and other members of the Lightwave Team – office hours: 07394 568396/ 07394 559889 or out of hours 07446 933129. rural.mission@cofesuffolk.org

Latest information will always be linked from here www.light-wave.org/covid19

Good Practice Guidelines for Coordinators of a community Phone Tree during COVID-19

1. A Community phone tree is a very simple way of organising neighbours to stay in touch and support each other. People who want to receive a regular phone call during the next few months of the COVID-19 ring the coordinator in the first instance. The coordinator asks for
 - i) Their name and telephone number
 - ii) How often they would like to be called
 - iii) Whether they are willing to help by calling other neighbours
2. The Coordinator then matches the enquirer with a person who will call them and gives this person the enquirers phone number. They let the enquirer know that they have done this and the name of the person who will call them.
3. If the enquirer was willing to phone two or three other people, the coordinator arranges this too.
4. It is then up to the volunteers on the phone tree to make the first phone call to agree the frequency and timing of calls.

Do's and Don'ts

- Ask those involved in the phone tree **not** to share the phone number of people they are phoning without permission
- Emphasise that this is not a professional service just a way of facilitating neighbours to have friendly supportive contact at a time when physical meeting is more difficult.
- Remind all those involved in the phone tree to follow the latest government guidelines on COVID-19
- Publicise your phone tree wherever you can – village news, Facebook etc.
- Be mindful of safeguarding good practice.
- Be in touch with the Lightwave or Rural Coffee Caravan teams if you want a listening ear, advice and/or for your phone tree to be included on our prayer list

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Here's a simple example of a phone tree to get you started...

