Designated Care Contact Planning Sheet

Preparing a Clear, Compassionate Point of Contact

Use this sheet with your pastor and trusted leaders to identify who will receive inquiries and how your church will respond.

Care Contact

Name: _____
Role: _____
Contact information: _____
Backup contact: _____
Backup contact information: _____
Pastoral oversight contact: _____

What This Person Will Do

- The designated care contact will:
- Welcome people who reach out for help.
- Listen without pressure.
- Respect privacy.
- Explain the support available.
- Offer an appropriate next step.
- Connect the person with additional help when needed.
- Follow the church's privacy and safeguarding procedures.

Support the Church Can Offer

Check what your church is prepared to offer:

□ A welcoming first conversation
□ Prayer, if requested
□ A pastoral conversation
□ Biblical discipleship resources
□ Information about Broken from Silence resources
□ Referral to additional support
□ Other:

Privacy

What information will be recorded? _____
Who may access it? _____
How will privacy be protected? _____

Preparation Needed

Before receiving inquiries, this person should:
□ Review the First Conversation Response Guide.
□ Understand privacy and safeguarding procedures.
□ Know the available support and referral options.
□ Know when to involve pastoral leadership.
□ Receive approval from pastoral leadership.

Serving as a care contact does not qualify a person to provide professional counseling or lead a healing or discipleship group. Additional training is required for those roles.