

Bishop's Annual Appeal 2024



Volunteer Caller Manual

DIOCESE OF SASKATOON CATHOLIC FOUNDATION
123 Nelson Road, Saskatoon, SK S7S 1H1
306-659-4851 | Fax 306-244-6010
Email: admin@dscf.ca
www.dscf.ca

INTRODUCTION

On behalf of Bishop Mark Hagemoen and the Diocese of Saskatoon Catholic Foundation, we thank you for volunteering to assist with the efforts of the 2024 Bishop's Annual Appeal. Your gift of time and talent will impact the overall efforts at your parish and benefit so many diocesan ministries, programs, and services.

The Telephone Follow-up is an essential step in the Appeal process. Follow-up efforts are conducted to encourage and increase parishioner participation.

TELEPHONE FOLLOW-UP

Making phone calls can be very beneficial to the parish's overall participation. Speaking directly to parishioners establishes lines of communication and engagement. It offers an opportunity to inquire about their welfare and if they have any personal needs that the parish community can assist with. These phone calls are pastoral and at the end you can ask if they've received their BAA letter and if they have any questions about the ministries.

Please work from the list that will be mailed out to your parish, make corrections and this will come back to our office.

Volunteers can gather in one central location to make phone calls or from their homes.

Follow-up calls can begin anytime after you receive your phone list in the mail. The length of time a parish spends making phone calls depends on the number of calls that need to be made and the number of volunteers available to make the calls. It is best to divide the calls among the volunteers and allow them two weeks to complete a group of calls. We recommend a total of 15 to 25 calls per volunteer. As a suggestion, if the volunteer completes their phone calls early, they may want to make additional calls. All phone calls should be completed by the last week of reporting, **November 10th, 2024.**

MATERIALS NEEDED

- Telephone Follow-up Manual –provides information and tools to facilitate the follow-up phone call process. Each volunteer should receive one manual. Please read the manual before making any phone calls.
- The parish staff or parish Bishop's Annual Appeal leadership will provide Telephone Follow-up sheets.

INSTRUCTIONS

1. Determine how many calls need to be made.
2. Assemble a group of volunteers to assist with the calls. The number of volunteers is based on the number of calls to be made. Each volunteer should be assigned 15 to 25 phone calls and complete the calls within two weeks. As a suggestion, if volunteers complete their phone calls early, they are welcome to make additional calls. The work will seem easy when many are involved.
3. The phone calls should be made during the week in the **evenings from 7:00 p.m. to 8:30 p.m. or on weekends**. The location could be at the parish facility or each volunteer can make the calls from their home.
4. Provide the calling sheets to the volunteers. Each volunteer must fill out the Volunteer Confidentiality Form found in the back of the manual.
5. Each call sheet should be returned to the parish or BAA parish coordinator when all calls are completed.

HELPFUL HINTS

Be Informed:

Information about the Bishop's Annual Appeal is provided on pages 5 - 6 of this manual. Please read the information and share it during your phone conversation. It is helpful to share how the funds support our diocese and parish families.

Be personal:

Keep in mind that you are making phone calls to fellow parishioners. It is more personal when their name is used. He or she will listen more attentively to what you have to say if you are courteous. Thank the parishioner for their time or consideration whether or not they make a gift at this time.

Participation:

The goal of the phone call is to **inquire about how the parishioner and family are doing**. Listen to their stories and concerns. It is important to know why you are asking and believe in why you're asking. Then you can inform and share details about the Bishop's Annual Appeal and encourage everyone to participate at any level. No gift is too small. Remind them that the diocese truly needs the support of all our members to continue its outreach of all ministries and programs. **Let us know if there are concerns, we will follow up.** Ask them to pray for the success of the Bishop's Annual Appeal.

Etiquette:

The best time to call is during the week in the evenings from 7:00 p.m. to 8:30 p.m. or on weekends. Let the phone ring at least five times before hanging up. Offer to call back if the parishioner is busy. Avoid calling at mealtime or late hours.

Answering Machines or Voice Mail:

We suggest that you speak directly to a person and avoid leaving messages. If the parishioner is not answering, try again later.

Handling objections:

Above all, do not fear objections. These objections will tell you just how well informed each parishioner is about the parish and the Bishop's Annual Appeal. Listen to their concerns and see if you can ease those concerns. **Please ask if there is anything we can assist with, we are here to serve our community. The Foundation will reach out and find ways to assist.**

If they are upset with the parish or diocese or refuse to give:

Allow the parishioner to share his or her feelings. Once they have shared their feelings, they may be more receptive to what you have to say. Above all, **do not argue**. We want to encourage participation, not discourage it. Please record the response of the person you are speaking to on the Telephone Call Sheet under comments.

No contacts:

If, after several attempts, you are unable to contact a parishioner, please state "Unable to contact" in the comments area. In December, the Diocese of Saskatoon Catholic Foundation will send a final follow-up mailing/email to all those who have not made a gift yet.

Facts and Figures

- The diocesan goal for 2024 is \$1.4 million.
- The Bishop's Annual Appeal is the primary fundraising effort conducted annually throughout 92 parishes participating.
- The Bishop's Annual Appeal provides funds for ministries, programs, and services in education, spiritual formation, pastoral ministry, parish sacramental support, etc. See pages 6-7 for additional information or visit the diocesan website www.rcdos.ca
- Every parish exceeding its parish goal will receive 86% of payments received over and above the parish's goal, free from the diocesan assessment.
- Gifts may be paid either as a one-time gift or monthly recurring gifts can also be made, which automatically renew each year.
- Every gift is eligible for a charitable tax receipt. Online gifts are receipted immediately via email. All other gifts will be receipted in February 2025.
- We ask that every family of our diocese pray for the success of the Appeal and consider making a gift to the Appeal. No gift is too small.

ALLOCATION of FUNDS

The money raised through the Bishop's Annual Appeal financially assists the following ministries, programs, and offices. Please visit www.dscf.ca for more information.

- Adult Faith Formation: “Proclaim; Awaken; Encounter”
- Communications – including rcdos.ca website, Catholic Saskatoon News, weekly Diocesan Bulletin, social media and livestreaming, support for Catholic partners
- Deaf Ministry
- Education of International Clergy
- Education of Laity
- Education of Priests and Future Priests
- Evangelization and Catechesis
- Hospital Chaplaincy
- Indigenous Ministry
 - Our Lady of Guadalupe Parish
 - Indigenous Pastoral Ministry Education Program
 - DCTR – Diocesan Council for Truth & Reconciliation
- Justice and Peace
- Liturgy Commission
- Marriage and Family Life – including Marriage Prep, Marriage Enrichment (Breathe Conference), Red Bird (Pro-life Pro-family offering support to families experiencing the loss of a child), Anew (support for divorced & separated), From Mourning to Dawn (grief support for bereaved spouses)
- Office of Migration (Refugee Sponsorship)
- Restorative (Prison) Ministry
- Reverence for Life Committee (Pro-life)
- Safeguarding Action Plan
- Vocations Support
 - including St. Benedict & St. Scholastica Formation Program
- Youth and Young Adult Ministry – “Project Timothy”
- Church Restoration Fund
- New Church Sites Fund
- Prairie Centre for Ecumenism
- Support for the Archdiocese of Keewatin-Le Pas

Making the Call

After you have reviewed the information in this manual and selected those parishioners whom you will be contacting, your phone calling can begin. Most parishioners are aware of the Bishop's Annual Appeal from the letter from Bishop Mark Hagemoen and brochure they received in the mail. Appeal videos, parish resources, BAA prayer, prayers of the faithful and donation page are available at www.dscf.ca/baa. The Bishop's Annual Appeal will be promoted through the initial mail-out, emails, Facebook, parish bulletins and messages during Mass.

Try to inform your fellow parishioners of the importance of their participation and the benefit to the parish. Let them know that they can participate by making a gift or pledge in a manner that suits their financial situation. Remember, every gift is essential.

SUGGESTED TELEPHONE SCRIPT

"Hello (Parishioner's Name), my name is (Your Name). I am calling from (Parish Name) on behalf of (Pastor's Name) and Bishop Mark Hagemoen. I serve on the parish volunteer team to reach out (check-in) and see how you are doing during all the changes in our daily lives.

(Listen – let the conversation flow naturally)

Optional Conversation:

Did you know that _____ (parish name) and the diocese have a website, and it's (both are) a great place to access information? (If your parish does not have a website, please provide the diocesan website address – www.rcdos.ca).

NOTE: Tailor this section to the content of your parish website or the diocesan website, whichever is appropriate.

(Name), I would also like to make sure we have your email address so that you can continue to receive information on a regular basis. And do you have a cell phone number we could have? So many people are choosing cell phone service over landlines now; we want to make sure we have your current information.

One last thing, the 2024 Bishop's Annual Appeal has launched. At the same time, our call to be 'On the Pilgrimage of Hope' and support the ministries of the diocese may be more urgent than ever before.

- Have you have received your Bishop's Annual Appeal package in the mail or did you pick it up at your parish?

If they have not, please write down their name and confirm their address. Provide this information to your BAA coordinator. The Catholic Foundation will follow-up and send the parishioner a letter.

Requesting BAA information by mail – admin@dscf.ca

- Do you have any questions about the Appeal or the ministries and programs it supports?

(A list of supported ministries and programs can be found in the brochure in their BAA letter or on page 6 of this manual. For any questions you are unable to answer, please contact our office. We will reach out to the parishioner with an answer or further information.)

- May we ask if you are planning to make a gift to the Appeal this year?

OR

- Would you be able to help support our faith community by making a gift?

If 'yes,' or 'we already have,' please offer profound thanks for their support.

'On behalf of (Pastor's Name) and Bishop Mark, we thank you very much for your support!'

- If 'no' or 'we just can't manage it this year' (lost job, greater expenses, etc.), tell them you understand, and ask if they would please pray for the success of the Appeal in your parish and the diocese.

'Thank you for our conversation today/this evening. It was a pleasure talking with you.'

- **PARISHIONERS RESPONSE – PLEASE RECORD ON VOLUNTEER CONTACT SHEET**

If the parishioner has already given, is no longer a member of the parish, or if you are unable to contact the parishioner, please make the appropriate comment on the call sheet.

WAYS TO GIVE

ONE-TIME GIFT

- Online – go to www.dscf.ca/baa
- QR code will take them directly to the donation page
- Encourage this method of giving. It is quick and efficient, can be done at any time, 24/7 and donors receive an immediate tax receipt.
- Cash
- Cheque (Make cheque payable to 'BAA' or Catholic Foundation with 'Parish Name BAA' in the memo line.)
- Post-dated Cheque (Make cheque payable to 'BAA' with 'Parish Name' in the memo line.)
- Direct Deposit (Include a voided cheque)
- Credit Card (Visa, Mastercard or American Express)
- E-transfer

Reoccurring Gift

- Many people find that they can participate at a greater gift level if they make payments over several months up to twelve months. These pledges may be made using the following methods:
- Post-dated Cheques (Make cheques payable to 'BAA' with 'Parish Name' in the memo line.)
- Direct Deposit (Include a voided cheque)
- Credit Card (Visa, Mastercard, Visa Checkout or American Express) visit – www.dscf.ca
- E-transfer – e-transferBAA@dscf.ca

PUBLICLY TRADED STOCKS

- Donation of public traded stocks – contact the BAA office @ 306-659-5851 or visit www.dscf.ca under resources you will find the securities form.

RESPONSES TO FREQUENTLY ASKED QUESTIONS

We have a Frequently Asked Questions page on our website under the BAA Parish Resources

The Bishop's Annual Appeal supports the work of the Catholic Church in the Diocese of Saskatoon. It is a major source of funding for the many ministries, programs and good works of our faith community. The ministries support our priests from the seminary up until

retirement. They provide support for our parishes and neighbours most in need. In addition, these ministries touch every parishioner in this diocese through services such as Education & Formation, Pastoral Life & Mission, Spiritual Care, and Community Outreach & Justice.

- **What is the goal of the 2024 Bishop's Annual Appeal?**

The overall goal for the 2024 Bishop's Annual Appeal is \$1.4 million. It is the primary source of funding for the many diocesan-wide ministries and programs provided by the Catholic Pastoral Centre. With the needs of our diocesan family continuing to grow, the success of the Appeal is even more essential.

- **I give to my parish, why should I give to the Bishop's Annual Appeal?**

While the support of your parish is very important, it is also important to remember how vital the diocese is to the life of all parishes. The programs supported by the Bishop's Annual Appeal are invaluable to our entire faith community and others in need who turn to the Catholic Pastoral Centre. They exist not only to care for the spiritual needs of the 80,000 Catholics but also as a source of social outreach. Together, we can do more than anyone parish can do alone.

- **This is a lot for my family to handle right now.**

Your gift should be determined after prayer for God's guidance. We only ask that you consider a gift that reflects your financial capacity. Keep in mind that gifts can be monthly recurring gifts for a smaller amount.

- **To what extent are gifts to the Bishop's Annual Appeal tax deductible?**

Gifts to the Bishop's Annual Appeal are tax-deductible as allowed by Canada Revenue Agency (CRA). Parishioners with specific questions regarding tax deductibility should contact their tax advisors. **Gifts \$200.00 and over have an increased tax benefit.**

