

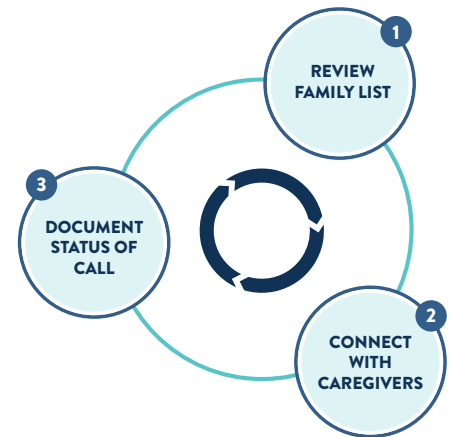
Contact Caregiver Responsibilities

PURPOSE

Get to know Angel Tree caregivers and verify important information.

Keep in mind:

- Information from the incarcerated parent may be out-of-date.
- No child's tag (digital or physical) should be checked out before confirming participation with the caregiver.



KEY WORDS TO KNOW

Caregiver - The individual caring for the children registered for Angel Tree Christmas

Alternate Contact - The name and contact information for the person you will call if you cannot reach the caregiver (if provided by the incarcerated parent)

Gift Request - The caregiver's recommendation for a gift, given on behalf of the incarcerated parent

Gift Buyer - An individual who purchases a gift for a child on behalf of the incarcerated parent

Status of Call - A note recorded to indicate the results of the contact attempt

Protective Order - Discovered through conversation with the caregiver, indicates the incarcerated parent should not have communication with the child

Call/Text Scripts - Templates to guide your communication with caregivers (adaptable to your ministry)

STEPS FOR CONTACTING THE CAREGIVER

1. Review your family list

- Your church coordinator will provide you the list of caregivers to call (for churches/organizations using the app, this may be done electronically).
- Familiarize yourself with the family structure (relationship of child to caregiver and incarcerated parent, number of children in the household, and their ages).

2. Connect with the caregiver

- Using the family list, contact the caregiver (phone call or text preferred). Many attempts may be necessary.
- Use our call and text scripts to help make your first connection with the caregiver successful.
 - The call and text scripts are in the Resource Library or via the Angel Tree app.
 - If you cannot reach the caregiver, try the alternate contact.

- Confirm that the caregiver agrees to participate in the program.
 - If the caregiver refuses, or there is a protective order, you may not present a gift on behalf of the incarcerated parent.
 - If the caregiver agrees:
 1. Verify address and other contact information.
 2. Confirm they will be at the same address for Christmas.
 3. Leave a way for them to get in touch with the church/organization.
 4. Track additional children (additional children may be served on behalf of the church/organization; may be added to the family list within the app).
 - Capture a gift request for the child(ren) to be delivered on behalf of the incarcerated parent.
 - Share your plan for distributing gifts (in-person event or at-home delivery).

3. Document the status of the call (on the Angel Tree app or child list document)

- Take notes about the result of the call and update contact information, as needed.
- Update the status of the call. Keep written notes for Gift Management, Gift Distribution, and follow up, or select any of these that apply in the app: Confirm Participation, Cannot Reach, Refused to Participate, Protective Order.

IMPORTANT RESOURCES *Search for these items in the Resource Library*



Resource Library



Call/Text Script Document



Angel Tree App For Volunteers



Tip!

Prior to making your calls, fill in the boxes on the call/text script document with the information provided by your coordinator.

TIPS FOR CONTACTING CAREGIVER

- Challenges associated with contacting families may be due to frequent and recent moves the incarcerated parent is not aware of, disconnected phone numbers, or lack of response from the families.
- Note that your connection with the caregiver can lay the foundation for a Christ-centered relationship between your church/organization and the Angel Tree families, so see this as an opportunity.

PRACTICE

Pair up with a partner. Use the Call/Text Scripts document to role play a phone call to a caregiver (one partner will act as the caregiver and the other will act as the Angel Tree volunteer). You should practice the following scenarios:

- The caregiver is happy to participate. There are no protective orders. They welcome the invitation to your Angel Tree Event or for a visit to their home for gift delivery.
- The caregiver informs you that: (a) they do not want to participate; (b) don't need the gift; or (c) there is a protective order, and the child cannot participate.
- The caregiver is uncertain about this process and has never heard of Angel Tree.