



LEAVE NO NEIGHBOR BEHIND



**Coronavirus Pandemic Guidebook
For Knights of Columbus Councils**

OVERVIEW

Knights of Columbus are called to step into the breach and leave no neighbor behind – especially in this time of crisis.

As the coronavirus pandemic continues, our duty is to lead our families, protect our parishes, and serve our communities, remembering always that where there's a need, there's a Knight. Supreme Knight Carl A. Anderson has challenged Knights to take this moment as an opportunity to "deepen our commitment to the very principles which define us: charity, unity and fraternity."

Knights of Columbus Orderwide are encouraged to serve and sacrifice for those around us. Many, including in our own councils and parishes, are isolated and alone in quarantine. Food banks, blood centers, and other essential services have been depleted of their vital supplies. There are many people and places that require urgent help.

Knights are encouraged to engage in five types of service activities:

- 1. Support Your Brother Knights**
- 2. Support Your Parish**
- 3. Support Your Community**
- 4. Feed the Hungry**
- 5. Participate in Blood Drives**

In the pages that follow, you will find additional details for each of these categories. You can use this document as a foundation for your efforts and those of your council. Where you see opportunities to do more, you are encouraged to do so, always mindful of guidelines and suggested procedures from national and local health experts. Abide by social distancing, self-quarantine, and shelter-in-place orders, where applicable. Do not put yourself or others at risk of infection. For more information on safety measures while participating in program activities, refer to the "Guidance on Safety" section of this Guidebook.

Above all else, remember your duty as a Knight of Columbus. When crisis strikes, we respond with care, compassion and charity. It is time for all of us to answer the call – and leave no neighbor behind.

As you and your council take specific action to support your parish and community, please let the Supreme Council know. We may want to highlight your efforts. Submit your stories to fraternalmission@kofc.org.



OVERVIEW

1. Support Your Brother Knights

No council should leave a Brother Knight behind. Through tools including phone trees and daily check-ins, your council can make sure that every Knight has the essentials he needs, fulfilling the vision of charity and unity upon which Father McGivney founded our Order.

2. Support Your Parish

In this unprecedented time, your pastor has lost his traditional methods of charitable and evangelical outreach. He needs help to fulfill the Church's mission. Councils must reinforce their pastor and show that Knights stand ready to support him and the parish community, ensuring that no member of the parish is forgotten or goes hungry.

3. Support Your Community

As a result of quarantine measures, many find themselves cut off and isolated – especially those without family and community support systems. Some needs may be physical, while others are social, emotional or spiritual. Whatever the need, councils are encouraged to assess and creatively support their broader community.

4. Feed the Hungry

Since its founding, the Knights of Columbus has donated millions of pounds of food in the effort to end hunger. Now, more than ever, many are unable to provide adequate food for their families. Knights can donate to, and assist with, distribution at local food pantries and food banks so no one in their community goes to bed hungry at night.

5. Participate in Blood Drives

Since 1938, Knights of Columbus have mobilized blood donation campaigns on the local, state and national levels, supporting and saving countless lives. As the Red Cross issues emergency calls for donations, those who are not already isolated due to illness, age or underlying conditions are encouraged to donate blood. Knights can once again lead the charge to give the gift of life.

Additional Resources

1. #11039 *Leave No Neighbor Behind - Guide Book*
 2. #11040 *Leave No Neighbor Behind - Poster*
 3. #11036a *Protection in Time of Pandemic - Prayer Card*
 4. #11036 *Protection in Time of Pandemic - Flyer*
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GUIDANCE ON SAFETY

While engaging in activities as part of the Leave No Neighbor Behind program, participants are encouraged to always be mindful of guidelines and suggested procedures from national and local health experts. Abide by social distancing, self-quarantine and shelter-in-place orders, where applicable. **Do not put yourself or others at risk of infection.**

For your sake, that of your family, and the entire community, you need to consider your own safety first. Leave your home only when necessary. Those who are at higher risk or who live with people at higher risk (such as people over 60 years old, who are ill, who have pre-existing conditions, etc.) should avoid going out in public for any reason. Additionally, participants should strive to limit direct contact with other members, as much as possible (i.e. Do not offer to drive a member to the store but, rather, complete the errand on his behalf).

Safe environment rules for the protection of children should be strictly followed.



GUIDANCE ON SAFETY



SUPPORT YOUR BROTHER KNIGHTS

Overview

No council should leave a Brother Knight behind. You are encouraged to create a “phone tree” to make personal contact with every man in your council to ensure that members are safe, healthy and cared for. Consider enacting a “Buddy System” in which two Brother Knights check in with each other daily, fostering socialization and gauging health concerns for themselves and their families. As members of your council face challenges, ensure they have the support and resources they need.

Action Steps

1. Assemble a Coronavirus Committee to plan your efforts, such as:
 - Assign as many phone tree callers as possible to check on Brother Knights.
 - Identify potential buddies.
 - Assign a member to manage phone and email list updates.
 - Assign members to receive incoming phone calls.
 - Assign a member to find contacts for local support organizations.
 - Develop a plan to contact widows of deceased brothers.
2. Determine support. Consider what assistance your council can realistically provide in the immediate future, and what services might be available through further planning. Some suggestions include:
 - Start a “Buddy System” – Assign willing members as buddies, to make daily contact with “at risk” members and their families.
 - Offer to drive to the grocery store or pharmacy to pick up food, medicine, etc.
 - Coordinate online ordering.
3. Develop a list of local support organizations and hotlines. Try to anticipate the needs of members and identify local resources. Below are some contacts that you may want to collect:
 - Local Food Pantries
 - State and Local Coronavirus Hotlines
 - Hospitals
 - Urgent Care Centers



SUPPORT YOUR BROTHER KNIGHTS

4. Assemble your council contact information.

- Use the *Knights of Columbus Email Tool*:

The Member Management and Member Billing applications, available to Grand Knights and Financial Secretaries through Officers Online, have a tool that will send messages to all members with an email address on file. If you are not familiar with the tool, watch this [3-minute video](#).

- Use the *Knights of Columbus Data Extract Tool*:

The Member Management and Member Billing applications also have a Data Extract Tool that creates an Excel document with all members phone numbers on file. For those Financial Secretaries that have entered spouse information, include each member's wife's first name in the extract. If you are not familiar with the tool, watch this [3-minute video](#).

5. Regularly communicate to members.

- Your Brother Knights will be counting on you to provide them with updates, offer support and identify opportunities to serve your parish and community. Touch base frequently to ensure that all members are safe and healthy.
- Hold council meetings and events via tele-conference or other remote means.

6. Report your activities with the *Leave No Neighbor Behind Survey* at www.kofc.org/neighbor.

Additional Resources (Located in the back of this Guidebook)

1. Appendix A: *Support Your Brother Knights - Sample Email Script*
 2. Appendix B: *Support Your Brother Knights - Sample Texting Script*
 3. Appendix C: *Support Your Brother Knights - Sample Phone Call Scripts*
 - a. *Wrong Number*
 - b. *Leaving a Message*
 - c. *Conversation*
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SUPPORT YOUR PARISH

Overview

Knights of Columbus councils are meant to serve their pastors and their parishes. The coronavirus pandemic is a time to reinforce this to your pastor. He has lost his traditional method of charitable and evangelical outreach. Who better than the Knights of Columbus to directly and faithfully serve him? A pastor needs leaders that he can trust. By working closely with your shepherd, your council can protect your parish and ensure that no parishioner is left behind.

Action Steps

1. Council officers should request to speak with their pastor *as soon as possible*. (Given the nature of the ongoing Coronavirus, in-person meetings are strongly discouraged.)
 - Arrange a phone call or video conference call.
 - Let him know that you want to discuss using the full arsenal of his Knights of Columbus council to support the parish in any way possible.
2. During the conversation, the council should ask about – and be prepared to deliver on – the requests of the pastor and the needs of the parish community, as well as offer creative ideas for support.
 - Consider the health and availability of membership, and the financial state of your council when agreeing to assist your pastor in specific ways.
 - Be prepared to address needs, both charitable and spiritual, ranging from reduced access to the sacraments to support for vulnerable parishioners.
 - Creative ideas can include but are not limited to:
 - i. Moving Mass and devotions online.
 - ii. Hosting a video or conference call rosary or daily devotional.
 - iii. Setting up online parish giving.
 - iv. Assessing and providing resources for parishioners in need.
 - v. Using parish and council phone trees to check on the elderly of the parish.
 - vi. Making Knights of Columbus content and activities available to parishioners, including the *Into the Breach* video series.



SUPPORT YOUR PARISH

3. After the call, map out a strategy to deliver on the pastor's requests.
 - Assign committees and committee leaders to gather resources and execute tasks.
 - Council leadership should be communicating in lockstep with the pastor – ensuring all actions of the council are inline with his desires, and that he is kept up to date on all support measures to his parish.

4. Report your activities with the *Leave No Neighbor Behind Survey* at www.kofc.org/neighbor.

Additional Resources (Located in the back of this Guidebook)

1. Appendix D: *Support Your Parish - Sample Email Script*
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SUPPORT YOUR COMMUNITY

Overview

Many communities have been encouraged to limit public contact and self-quarantine. As a result, many people are cut off and isolated from their family, friends and neighbors. They likely have needs that you can help address. Some may require food and medical supplies. Some may need a conversation or prayer. Whatever the need, Knights are encouraged to assess and creatively support the needs of their broader community. People are counting on us to come through for them.

Action Steps

1. Contact leaders from local nonprofit organizations to identify areas of need and discuss how the council can best assist in their work.
2. Encourage council members to reach out to their neighbors, assess the needs of their immediate neighborhood community and identify ways to help.
3. Call people who are isolated in assisted living facilities.
4. Shop for those unable to leave their house when you do your own shopping.
5. Ask your pastor for support with these initiatives.
6. Report your activities with the *Leave No Neighbor Behind Survey* at www.kofc.org/neighbor.



SUPPORT YOUR COMMUNITY



Photo © George Campbell

FEED THE HUNGRY

Overview

Many individuals and families have already stocked their personal pantries in preparation for quarantine. This has resulted in reduced donations to local food banks, food pantries and soup kitchens. Councils are encouraged to reach out and support local food banks through donations of food and especially funds.

Action Steps

1. Contact a local food bank or food pantry to ask their immediate needs. Build on existing relationships from past programs.
2. Tell your pastor about the needs of local food banks and pantries. Ask for his permission to share this initiative with the entire parish through parish communication channels.
3. Prioritize giving cash or gift cards directly to local food banks and pantries so they can purchase items they need most.
4. If collecting food, make sure to take appropriate precautions and minimize contact with those driving up and dropping off.
5. Coordinate with the partner food bank or food pantry concerning their desired method of delivery for food or funds. Adhere to all relevant coronavirus precautions and guidelines.
6. Report your activities with the *Leave No Neighbor Behind Survey* at www.kofc.org/neighbor.

Additional Resources

1. #10610 *Food for Families - Guide Sheet*
2. Appendix E: *Feed the Hungry - Sample Phone Call Script* (Found at the back of this Guidebook)



FEED THE HUNGRY



PARTICIPATE IN BLOOD DRIVES

Overview

Due to the coronavirus pandemic, thousands of blood drives have been canceled, resulting in a shortage of over 100,000 units of blood. To address this urgent need, Brother Knights and their families who are not already isolated due to illness, age or underlying conditions are encouraged to donate blood. Your donation of a pint of blood is the gift of life so many now desperately need. Give a Pint, Save a Life!

Persons who are over the age of 60, live with someone over the age of 60, or who are otherwise at heightened risk due to illness or underlying conditions should not participate in this activity.

Action Steps

1. Identify and schedule appointments for existing blood drives using the Red Cross Mobile App or by visiting www.redcrossblood.org in the United States and www.redcross.ca in Canada. Or schedule an appointment directly at a local blood center.
2. Only donate blood by appointment. **Do not** arrive at donation centers or drives without an appointment.
3. Spread the word to eligible family members, friends, Brother Knights and parishioners to schedule an appointment and donate blood as soon as possible.
4. Donate and save a life!
5. Report your activities with the *Leave No Neighbor Behind Survey* at www.kofc.org/neighbor.

Additional Resources

1. #862 *Blood Drive - Poster*
2. #1444 *Blood Drive - Donor Certificate*



PARTICIPATE IN BLOOD DRIVES



RESOURCES

APPENDIX A

Support Your Brother Knights – *Sample Email Script*

The Knights of Columbus Email Tool mentioned earlier in this book can be used for email communications. Other popular email tools include Constant Contact and Flocknote.

The following sample email should be followed up with a phone call:

Subject: Outreach to K of C Members – can we help?

Brother Knights,

In the midst of this global pandemic, our Knights of Columbus council wants to make sure our Brother Knights and their families are healthy, safe and cared for.

In the coming days, you will receive a phone call from a member of [Holy Family Council #18340]. Our intent is to make sure you and your family are well, and to determine if there is any immediate need the council can help with. We will make every attempt to match needs with available resources.

If you require immediate assistance, please don't wait for our call. Call or email us using the contact information below.

If you are in a position to offer time or resources to help Brother Knights, or fellow parishioners, please contact us to let us know.

Please pray for all Knights of Columbus and their families around the world and be comforted by the prayers that are being offered for you in return.

Fraternally,

*[Joseph Thompson]
Grand Knight*

Contact:
*[+1 (123) 456-7890]
[an.email@gmail.com]*



RESOURCES



RESOURCES

APPENDIX B

Support Your Brother Knights – Sample Texting Script

Group texts can use the phone numbers collected using the Knights of Columbus Data Extract Tool, or information from council records. These phone numbers will be needed when using one of the popular platforms for group texting like Flocknote, Dial My Calls, WhatsApp or GroupMe.

The following sample text should be followed by a phone call:

Brother Knights,

In the midst of the global pandemic, our Knights of Columbus Council wants to make sure our Brother Knights and their families are healthy, safe and cared for.

In the coming days, you will receive a phone call from a member of [Holy Family Council #18340]. Our intent is to make sure you and your family are well, and to determine if there is any immediate need the council can help with. We will make every attempt to match need with available resources.

If you need immediate assistance, please don't wait for our call. Call or email us using the contact information below.

If you are in a position to offer time or resources to help Brother Knights or fellow parishioners, please contact us to let us know.

Please pray for all Knights of Columbus and their families around the world and be comforted by the prayers that are being offered for you in return.

Fraternally,

*[Joseph Thompson]
Grand Knight*

Contact:
*[+1 (123) 456-7890]
[an.email@gmail.com]*



RESOURCES



RESOURCES

APPENDIX C

Support Your Brother Knights – Sample Phone Call Scripts

While personal phone calls are preferred, there are platforms such as Flocknote and Dial My Calls that can send out voice messages to your council phone number list. The “Leave a Message” text below can be used for this situation.

Live Script/Topics (make notes when member has needs)

Hello, this is [Joseph Thompson] from Knights of Columbus [Holy Family Council #18340], can I speak to [Member Name]?

Hi [Member Name], your Knights of Columbus Council has started an initiative to check on all our members during this trying time, to make sure they are healthy, safe and cared for. So, how have you and your family been doing?

- Are you in need of anything?
- Is your extended family well, or are they in need of anything?
- Do you know of anyone who would benefit from a daily phone call, just to check in and maybe provide some conversation?
- Do you know of anyone that might need things brought to them, such as medicine or food?
- Do you know of anyone that might need food pantry assistance

It was great talking with you. Thank you for your time. Can I leave you an email address and phone number to contact, in the event you find a need that our council can help with? [+1 (123) 456-7890] or [an.email@gmail.com]. Thank you and have a good day.

Leave a Message

Hello, this is [Joseph Thompson] from Knights of Columbus [Holy Family Council #18340], calling for [Member Name]. We are calling all of our Knights of Columbus members to make sure you and your family are well, and to determine if there are any needs the council can help with. If you have a need related to the recent isolation requirements or can offer assistance to a Brother Knight or fellow parishioner, please let us know. We will make every attempt to match needs with available resources.

At your convenience, please call me at [+1 (123) 456-7890], so that we are sure all of our Brother Knights are doing well. God Bless.



RESOURCES

Wrong Number

If the phone number is wrong, report it back to a committee member that can update the excel document, and look for an up-to-date phone number. Places to look for phone numbers include local online phone books or the parish office.



RESOURCES

APPENDIX D

Support Your Parish – Sample Email Script

Subject: KofC Support to Parish During Coronavirus – can we help?

Dear Father [*Pastor Name*],

During this global pandemic, our Knights of Columbus council wants to ensure that you and the parish community are healthy, safe and cared for.

As a member of our council leadership, I would like to speak with you – as soon as possible – in whatever medium is most prudent (phone call, video conference, etc.) with respect to the needs of our parish community and how our council can act in support. Please let me know what day and time works best for you.

The council is prepared to help you and the parish – whatever you may need. When there's a need, there's a Knight.

Please know of my prayers for you and our parish.

Fraternally,

[*John Thompson*]
[*Grand Knight*]

Contact:
[+1 (123) 456-7890]
[*an.email@gmail.com*]



RESOURCES

APPENDIX E

Feed the Hungry – Sample Phone Call Script

Hello, this is [Joseph Thompson] from Knights of Columbus [Holy Family Council #18340], can I speak to [Member Name]?

Hi [Member Name], I am reaching out about a new program being organized by our council.

Due to the coronavirus, our local food [Bank or Pantry] needs help and support. Many families and individuals in our community rely on the generosity of the food [Bank or Pantry] and all who support it. [Council #18340] is looking to continue our support of those in need by providing food and funds. Our council is seeking to provide [____] pounds of food and/or \$ [____]. Please consider joining us as we serve those in need within our community.

If you are interested in donating food, we will be collecting food at [Collection Location] from [Start Time] to [End Time]. You can also send funds by writing a check to [_____] and mailing it to [_____]. Thank you for supporting our council efforts and partnering with us to serve our community. Have a good day and God bless.



**KNIGHTS
OF COLUMBUS®**

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