Communication Guidelines <small>Revised 11-1-11</small>

General Guidelines

There is no exact science when communicating to missionaries; nor is there any consistent pattern when missionaries communicate with us. Some may send communications one or two times a year, others one or two times a week. Many send electronic newsletters or emails, some send snail mail. Some go through periods of time when they are UNABLE to communicate because they are in a remote or unsecure location. You just have to learn to flow with the rhythm of each missionary.

1. Missionaries generally do not need "Pen Pals" They are very busy like everyone else. The following suggestions may help:
      A) Take your lead from THEM; communicate with them at whatever level they seem to be inviting you to.
      B) Word your emails to minimize their need to communicate back (avoid open-ended conversations)
      C) Often simple short touches that demand no responses are great. "We're praying" "WOOHOO" "Got you covered" etc

2. Although most missionaries serving in sensitive countries have an email filter that filters and "Christian jargon," <u>never assume</u> a missionary is "secure" if they are in a sensitive country or area. A mistake here will probably not cost anyone their life, BUT MAY WELL END THEIR CAREER AND COMPROMISE THE SECURI TY OF NATIONAL BELIEVERS.
      A) If you are not sure send a "safe" email to ask how secure their email is. They will appreciate your concern.
      B) You can usually take cues from them by the way they are writing.
      C) Your Regional Director will most likely know the security level of most missionaries in your Region
      D) See below for specific guidelines for communicating to missionaries in sensitive areas.

3. Never be critical or condemning. Honest questions are fine. We are there to be an encouragement AND good stewards.
4. When you fist begin communicating with a missionary, identify yourself, that you are a part of CCC & your regional team.
5. NEVER promise to help financially or that a missionary can come and speak or meet with us without permission.

Guidelines for communicating to missionaries in sensitive areas

Generally the U.S., Africa, Europe and Latin America (with some exceptions) are usually safe. MANY countries in Asia Pacific and Eurasia are extremely sensitive. Unless you know otherwise, in sensitive areas, please observe the following guidelines when talking on the phone, or corresponding via letter or email.

1. Do not refer the work as "missionary" work, which could compromise their position. Simply "work" works.
2. Do not mention the specific names of local people or prayer requests missionaries may have put on a newsletter
3. Do not mention or reference "Christian" or any Christian organizations (CCC not Christian Celebration Center)
4. Do not give out or place the missionaries' names, addresses or email on any mailing lists. Do not send bulk emails
5. Do not include missionaries email addressed in group forwards allowing them to be visible at the top of your email.
6. Do not criticize the government or religious beliefs in the area in which the missionary serves. Avoid anything political.
7. Do not send letters or church stationary or packages with the churches return NAME.
8. Do not publish any information about the missionary on your facebook, web account, twitter etc.
9. <u>DO</u> replace potentially harmful "Christian" terms with the following:

DON'T SAY/WRITE:	REPLACE WITH:
God	Father, he him
Jesus	son, he him
Holy Spirit	spirit
Bible	word or book
Church	family or community
Missionaries, Missionary Assoc.	workers
Missions, evangelism,	activity, work, business
Ministry or Minister	activity, work, business
Witnessing	sharing talking
Christian	brother, sister, believer
Conversion, salvation	change of heart
Prayer	talking, thinking, asking
Missions agency	the "Team"
Pastor	community leader
Titles: Rev. Brother,	First name, worker
AGWM, HQ, Headquarters	spfld,

Omitting Vowls

Often you can type simply leaving out the vowels of critical words: "Gd" instead of God, "lrd" instead of Lord etc. This often fools automated search engines. But isn't as effective when actual individuals are monitoring emails. ALWAYS ERROR ON THE SIDE OF SAFETY UNTIL YOU KNOW FOR SURE!