

Chapter I ~ Before You Start

The ministry of intercession should not be entered into quickly or irresponsibly. Praying in the Upper Room is a holy time when we come before our Almighty God.

We believe intercessors should:

- have a clear testimony of their salvation.
- be a member or regular attendee of Providence Baptist Church or a regular attendee who cannot join due to circumstances beyond their control.
- attend an orientation session for the Intercessory Prayer Room.
- have a clear calling from God.
- commit to pray the same hour, same day, every week, and pray to seek and secure a substitute ahead of time if they must miss.
- be committed to a clean life. David answers his own haunting question: “who may ascend the hill of the Lord? Who may stand in His holy place? He who has clean hands and a pure heart, who does not lift up his soul to an idol or swear by what is false. He will receive blessings from the Lord, and vindication from God his Savior” (Psalm 24:3-5). Job was unable to pray for his friends until he had repented of his sin (Job 42:6,10).
- have a concerned heart. Our inspiration and example come from Moses (Exodus 32:32), Paul (Romans 9:3), and our Lord (Matthew 23:37, John 17, and Luke 23:34).

Please Note:

- Only registered intercessors are to be in the Upper Room. It is not appropriate to bring a friend, spouse or child into the Upper Room with you during your hour of prayer. Please remember:
 1. The requests are confidential and should not be exposed to anyone who is not a registered intercessor.
 2. The Upper Room is to be a quiet, holy environment where we can focus on our Heavenly Father and minister to hurting individuals when they call.
- You may conduct a brief, quiet tour of the Upper Room for a friend or family member to help them become more aware of this ministry.
- Group tours of the Upper Room are scheduled periodically and can also be arranged by calling_____.

Chapter II ~ Praying in the Upper Room

Intercession

Where shall I pray? Pray where the Spirit directs. Please ask the Holy Spirit before you start to pray as to where He would have you pray. In appropriate boxes, begin praying in the current week section for more urgent requests; then go to where the card, “start here” is located and pray.

God’s Team

Intercession in the Upper Room is teamwork! Alone we are overwhelmed, but together God’s work is accomplished. Hour by hour, we pass the torch of responsibility from one intercessor to the next. One by one we come each one dipping into the pool of requests; each one adding their ‘patch’ of intercession until the ‘quilt’ is complete. In this work, we see the church body functioning as one, with Christ as the head. To Him be the glory!

Suggestions for Heart Preparation

Wait

- *Blessed are all who wait for him!* (Isaiah 30:18b NIV)
- *Be still, and know that I am God.* (Psalm 46:10a NIV)
- *Come near to God and he will come near to you.* (James 4:8a NIV)

Spend time just seeking God’s face. Be still before Him. Express your longing to meet Him – to draw near to Him. Delight in knowing that you are His child.

This stage is often omitted and it is the secret of knowing God’s presence in prayer. Please do not rush or omit this stage.

Wonder

- At God’s Character (Praise)
 - ~ His Holiness
 - ~ His Faithfulness
 - ~ His Mercy
 - ~ His Sovereignty, etc.
- At God’s Goodness (Thanksgiving)

I will meditate on all your works and consider all your mighty deeds. (Psalm 77:12 NIV)

- At God's Word (Meditation)

Meditate on a verse of scripture such as:

~ *To you, O LORD, I lift up my soul. (Psalm 25:1 NIV)*

~ *In you my soul takes refuge. I will take refuge in the shadow of your wings until the disaster has passed. (Psalm 57:1 NIV)*

~ *I lift up my eyes to you, to you whose throne is in heaven. (Psalm 123:1 NIV)*

~ Or try Psalm 27:4; Psalm 42:1-2; Psalm 63:1-5; Psalm 84:1-2; or Psalm 86:1-4
Say these words in deep reverence and child-like longing! Talk your verse over with God.

Worship

“When the littleness of man and the glory of God meet, there is little to say!” Andrew Murray

- This is the time for silent adoration.
- Tell God that you love Him.
- Sing love songs to Him.

What's Wrong

If at any time during this meeting with God, you notice a “knot,” (a disquiet in your spirit) ~ STOP! This could be a worry, a fear, a frustration, an attitude that does not glorify God, or unconfessed sin. If it is sin, confess it and DETERMINE TO TURN AWAY FROM IT! If it is a spirit of anxiety or fear, speak to that spirit in the name of Jesus and command it to depart (Acts 16:18). Then focus your attention back to God.

Note:

- Every now and then have a time for deep cleansing. You may want to make an ongoing list of scriptural sins to use during these times.
- Some of the time, confession will be the first thing you do.
- The “Wonder, Worship, and What's Wrong” may vary each time as He prepares your heart and one should flow from the other.
- It is important to have your Bible open as you seek His heart for cleansing. The Holy Spirit will direct you to pertinent passages.

**ENJOY YOUR TIME IN THE HEART PREPARATION ROOM. DO NOT RUSH!
THIS TIME SHOULD BE A BLESSED TIME WITH THE KING OF GLORY WHO IS
YOUR HEAVENLY FATHER!**

Suggestions for Spending an Hour in the Upper Room

- 12:00 p.m. Mark your attendance in the Sign-in book.
- 12:01 p.m. Spend time in confession, thanksgiving, praise and worship.
- 12:12 p.m. Check Telephone for new messages.
- 12:13 p.m. Check Hospital Board. Pray for those in hospital, then pray for urgent requests on the coffee table.
- 12:20 p.m. Pray for Guidance
Pray, asking the Holy Spirit to guide you to where He would have you pray. *Possible Areas of Prayer:*
1. Revival
 2. Salvation
 3. Missions: World/International (Box or Missions Desks)
 4. Missions: Home/Campus
 5. Government
 6. Education
 7. Providence
 8. Job Seekers
 9. Expectant Parents
 10. Medical: Current or On-Going
 11. General
 12. Marriage/Family
 13. Military
- 12:21 p.m. Intercede for one or more of the above.
- 12:40 p.m. Answer the telephone.
1. Listen to caller's request
 2. Make notes of request on "telephone sheet."
 3. Pray with caller. (See sample prayer on the following page. It is also located in the black binder on the telephone desk.)
 4. Record request on a prayer request card.
 5. Pray for the request.
- 12:50 p.m. Write a "PrayerGram", if card gives permission, praying for the recipient as you write.
- 12:54 p.m. Check update box, then update and pray through a personal Request, returning it to its respective box.
- 12:56 p.m. Put in and pray for a new request for a family member or friend.
- 1:00 p.m. Leave the Upper Room; making sure it is left in an orderly fashion.

Please remember that this is only an example of a way to spend an hour in the Upper Room! The Holy Spirit must be your guide, not this sheet!

Sample Prayer

Father, it is my privilege and my joy to join with _____ in presenting this request before Your throne of grace. I praise You, Father, for You are all-knowing and all-powerful and with You nothing is impossible. Thank You, Father, for hearing. Thank You, Father, for caring.

Father, I ask You to intervene in this situation and pray that You will be glorified in this. I bring this before You in the name of Your Son, our Lord and Savior, Jesus Christ.

Amen.

Chapter III ~ Prayer Cards and Prayer Grams

Prayer request cards are available in the worship center foyer and at the Prayer Ministry bulletin board in the welcome center. They may be dropped in the mail slot at the welcome center counter in the lobby.

A. Preparing the Prayer Cards

Cream Prayer Request Card – Example (front)

First Letter	Providence Baptist Church – My Prayer Burden	<input type="text"/>
<input type="checkbox"/>	Person being prayed for: _____	Category (Upper Room Use)
of Last Name	Brief review of situation: _____	

Prayer Requests: _____		

<i>Please give information on the back of card and update card at least every 30 days for it to remain in the Prayer Room.</i>		

Cream Prayer Request Cards Procedure (front)

- Write the name of the person to be prayed for at the top of the card.
- A single letter (A,B,K, etc.) should be written in the upper left-hand corner of the card for alphabetical filing. The letter should be the first letter of the last name of the person being prayed for, or the first name if the last name is not given.
- File “Anonymous” under “A”.
- Briefly describe the need – one person/need per card.
- Note: Prayer Request Cards are not to be used to advertise.

Cream Prayer Request Card – Example (back)

Additional Information	
Person Making Request: _____	Phone: _____ Today's Date: _____
<input type="checkbox"/> Would this person like a letter of encouragement? ___ Yes ___ No	Date PrayerGram Sent _____
<i>If so, please give address below:</i>	
Name _____	e-mail reply: _____
Address _____	_____
City _____ State _____ Zip _____	_____
<input type="checkbox"/> May an intercessor verbally and privately encourage this person regarding this request? ___ Yes ___ No	
<input type="checkbox"/> Is person being prayed for a member of Providence? _____ Yes _____ No	
<input type="checkbox"/> Is this request for salvation also? _____ Yes _____ No	
<i>Prayer requests are considered confidential.</i>	

Cream Prayer Request Cards Procedure (back)

- Indicate if a PrayerGram can be sent to the person being prayed for. If it can then give the full mailing address including the zip code.
- If an Encouragement Note (PrayerGram) is requested be sure to use big red stamp that says, “Encouragement Note Requested” and stamp the **front** of the card. If PrayerGram has been sent please note the date on the back of the card in its appropriate place.
- Specify if verbal encouragement is desired.
- Note the name and phone number of the person making the request and the date of the request. The date is the **most** important information because it determines when the card will be moved to the “Update Box.”
- Any card that requests prayer for salvation should be designated by checking the appropriate box.

Blue Prayer Update Card – Example

First Letter	Providence Baptist Church – Prayer Update	<input type="text"/>
.	Person being prayed for: _____	Category (Upper Room Use)
of Last Name		
Date:	Prayer Update:	
_____	_____	
_____	_____	
_____	_____	
_____	_____	
_____	_____	
_____	_____	
_____	_____	

Blue Prayer Update Card Procedure:

- Pull the cream card from the appropriate prayer request box.
- Record the correct information on a blue card and staple to the front of the cream card.
- Place the cards back in the appropriate box.
- If the card is not updated it will be placed in the “Update Box” by a prayer room secretary.

Pink Thanksgiving Card – Example

First Letter	Providence Baptist Church – Thanksgiving Report	<input type="text"/>
<input type="checkbox"/>	Person being prayed for: _____	Category (Upper Room Use)
of Last Name	Date: _____	
How God Answered:		

Pink Thanksgiving Card Procedure:

- We need to thank God for His faithfulness. Please use the pink cards to record how God answered.
- Staple the pink card to the front of the cream and blue cards and place in the Thanksgiving Box, which is kept in the cabinet in the Heart Preparation Room.

B. Location of the Prayer Cards

Filing the Cards

- Cards are to be filed alphabetically in the boxes by subject.
- If you find a card that needs attention, please place it in the box labeled, “Prayer Requests Secretary”, located in the tall bookcase in the corner near the hospital board. Please leave a note with your concern, the date, and your name. Please do not place the card(s) at the back or the front of the box.
- **Please move the cards from the coffee table to the appropriate box once the date on the card has passed.** These “pertinent for today only” cards remain on the coffee table for **24 hours only**.

Guidelines for Urgent Requests (Placing Requests on the Coffee Table)

- Cards may stay on the table for 24 hours.
- The request should be for an event occurring on that day.
- The event should be a major crisis such as:
 - Life threatening medical situation Major surgery
 - Childbirth Critical family situation
 - Christian witness opportunity National vote
 - National emergency

Requests for Stand on the Coffee Table

- Providence Events such as:
Major Ministry Events, Mission Trips, Vacation Bible School, Pageants and Retreats

If a card is of a critical nature and needs prayer for several days please file it in the current week section of the relevant box. It is not helpful to have too many requests on the coffee table as this keeps intercessors from praying for the many other needy requests filed in other boxes. Each request will receive sufficient prayer coverage as the Holy Spirit leads each intercessor regarding the box in which they are to pray. This is a walk of trust and faith.

Guidelines for Prayer Card Boxes

Current week section of individual boxes:

1. These request cards should be for a dated event (future or past) and may be in “current week” a maximum of seven days.
2. The event must be significant
 - events which have been or will be on the table.
 - cards which are of a life and death situation and which need prayer for several days.
 - Court cases, job interviews, exams, ministry opportunities, travel, etc.

These cards should be filed either in the regular A-Z section of box or in the Update box, after event has passed.

Note: Because of the volume of requests, “Medical – Current Week” is in a separate box.

Individual Boxes

Education Box

- This box contains all prayer requests for all levels of education and professional exams.
- Updated every three months--with the exception of prayer requests for the current school year.

Expectant Parents

- This box contains prayer requests for those who wish to be parents and those who are going to be parents.
- Updated every nine months.

General Box

- This box contains all prayer requests that do not fit into other boxes.
- Updated every 30 days.

Government Box

- Local, state and national prayer requests.
- Updated periodically.

Job Seekers

- This box contains prayer requests pertaining to persons who are seeking employment or seeking a change in employment.
- Updated every three months.

Marriage/Family

- This box contains prayer requests pertaining to marriage and/or family concerns.
- Updated every 30 days.

Medical Box

- All medical prayer requests-both physical and mental.
- Updated every 30 days

Medical – Current Week

- Because of the volume of requests, “Medical – Current Week” is in a separate box.

Military

- Prayer requests in this box are for the ongoing needs of Providence family who are in the military and the military in general when the United States is at war in any country.
- Request’s stay in the box until we receive an update or the time of war ceases.

Missions - Home/Campus

- This box contains prayer requests for all missions, including para-church organizations, locally, statewide or nationally.
- Updated every three months

Missions - World/International

- This box contains prayer requests for all missions in the world, sponsored by Providence and others. The permanent prayer requests are updated periodically by the Missions Committee.
- Other prayer requests need to be updated every three months.
- Note: Several regions of the world send us regular e-mail prayer updates. These updates/prayer requests are filed in notebooks located on the mission’s table.

Providence

- This box contains prayer requests for all activities and ministries of Providence.
- Updated when possible.

Revival

- Revival prayer requests.
- Requests are Scripture verses to pray. Rarely needs updating, unless to check a few requests other than Scriptures.

Salvation

- All salvation prayer requests.
- Current file is for new requests in the present month.
- Updated every three months.

Thanksgiving

- This box contains all thanksgiving reports.
- Updated monthly.

Update

- All pulled cards are placed in box according to last name of person requesting prayer.
- Cards are pulled and filed in the inactive file after three months.

C. Sending PrayerGrams (Encouragement Notes)

- We are to send PrayerGrams only if the appropriate area on the prayer card has been checked, indicating this person would like to receive encouragement by means of a PrayerGram.
- If person making request asks for a PrayerGram/Encouragement Note please use the big red stamp (Encouragement Note Requested) to stamp the front of the card.
- Please do not resist the Spirit's gentle nudging to send PrayerGrams, they are cherished by the recipient.
- Write PrayerGrams to encourage and strengthen, not to judge, rebuke or counsel. We are called to pray and encourage only.
- PrayerGrams to political leaders should only say you are praying for them. Your views should not be offered as representative of Providence Baptist Church.
- PrayerGrams should be brief. You may want to start by saying: "We consider it a privilege to lift you up in prayer," and include appropriate Scripture verses which reveal God's love and promises. You may want to close your note with: "I trust these promises and encouragement from God will be a help." "In Christ's love, (your first name only or an Intercessor in the Upper Room)"
- When a PrayerGram is written, the date should be posted on the Prayer Request Card to help others know that PrayerGrams have been sent.
- Use the provided seals to close folded PrayerGrams.
- Envelopes and note cards are also available and are especially useful when one of the tracts at the stationery desk is appropriate to include with a note.

Chapter IV ~ Using the Telephone

Telephone Sheet

This sheet is a tool for you to use while taking messages from voice mail, or while talking with a caller. It will remind you of all the areas on the cream Prayer Request Card. Since these sheets will contain confidential information, place used telephone sheets in the wall pocket above the telephone desk so they can be shredded.

Telephone Sheet

Date: _____

Questions Concerning the Caller:

- Name:
- Telephone Number:
- May an intercessor privately and verbally encourage you regarding this request?

REMINDERS:

- * Be sure to remind the caller to update the request.
- * Ask if the caller would like you to pray with him/her.

Questions Concerning the Request:

- Request:
- PrayerGram desired? Yes No (please circle one)
- If so, address:
- Member of Providence? Yes No (please circle one)

Please print the information on the prayer request card.
If taken from voice mail, please remember to erase the message. (Press 8.)

Checking VoiceMail

Procedure:

- Check the voice mail/answering machine when you arrive. (Instructions for listening to voice mail are in the black binder located on the telephone desk. An abbreviated version is also on the telephone desk in the plastic holder.)
- Please read all instructions and locate keys before you begin!
 - Keys to use:
 - Play Message* This is on the right key pad labeled, “Play Message.”
 - #* This is the “pound” or “number sign” key located below the “9”
 - Rls* This is the “release key” which ends the function. It is a small orange key above the number pad. If you hear a strange message from the operator, press “**Rls**” and begin again.
- Please follow these instructions carefully – It is not necessary to lift the receiver to hear the message(s).
 1. Press the “**Play Message**” key.
 2. You will hear the operator say, “Please enter your password and press pound.” Therefore, press **7729#**.
 3. At this point you will begin hearing a long list of verbal instructions. Just PRESS “**2**” while the operator is speaking.
 4. You will begin to hear the first message. Begin writing the message on a telephone sheet (see sample on the previous page.) You have the following options:
 - a. **Press “1” to REPLAY the message**, making sure you heard the request(s) correctly. Remember to relax and take your time as you can replay the message numerous times.
 - b. **Press “8” to ERASE the message. THIS IS IMPORTANT.** If you do not press 8 for every message, the message will stay on the voicemail and will be written up again by the next intercessor. (If there are several already transcribed messages that have not been erased, the next intercessor could unnecessarily miss out on much of his/her prayer time.)
 5. When you have taken all messages off and erased them, the display will read “No More Messages.”
 6. Press the small square orange “**Rls**” button to exit voice mail.

Using the Telephone

- ***Be pleasant, helpful and show a genuine concern.*** The telephone is the link between those with needs and the intercessors. Your voice and manners will be the only contact some people will have with the Upper Room. Answer the phone with “Upper Room, may I help you?” Sound pleasant. Let your “heart” sound in your voice.
- ***Do not accept any collect calls.***
- ***Do not give your name.*** If you recognize the caller’s voice, do not indicate so. If caller recognizes your voice be brief, keeping call related to prayer. If the caller asks your name, you may give him/her your first name only (this is for your safety.)
- ***Keep the call brief,*** keeping the line open for other callers to be able to talk to a real person, not voice mail. Please be sure all information is recorded correctly on a “Telephone Sheet” before ending the conversation.
- ***Limit the conversation to prayer related matters.***
- ***Transfer information*** from the Telephone Sheet to a Prayer Request Card, Update Card, or Thanksgiving Card, whichever is appropriate. Please do not leave newly written requests on the desk. Please file them. (See pages 9-10 for “Guidelines for Prayer Card Boxes.”)
- ***Do not give out the phone numbers of staff personnel.*** If the caller would like to speak with a pastor, he/she may call the office (326-3000) and ask to speak with a shepherding minister, or if preferred, you may call for them. (If this is not an emergency, leave their name and number on the pastor’s voice mail.)

For After-Office-Hours Emergencies:

Please contact the pastor’s emergency pager number at-----.

Note: This is only for after hours use in cases such as deaths, attempted suicides, accidents, and hospital admissions- of regular attenders. Please do not give this phone number to a caller. During office hours, press the “intercom” button and “0”, then ask for the Shepherding Ministry’s Secretary.

For Calls Regarding Possible Benevolence Referral:

Because of the large number of requests that we have received, current assistance is limited to Providence members and regular attendees. It is best not to refer a non-attender to Benevolence unless they specifically ask for financial help.

If you receive a call from a member, and feel Benevolence Ministries should know about this, (if they are in dire need of basics: food, shelter, clothing and money for medication), ask their permission to give this information to the Benevolence Ministries. Explain that you cannot guarantee help, but that the Benevolence Team will pray and if they can help, they will. If they give you permission, press Feature 980, listen to the prompts, press “656” to leave the information. Make a note on the prayer request card that their need has been given to Benevolence Ministries.

- ***Pray with the caller.*** Ask the caller if you may lead them in a brief word of prayer over the phone. It may take time for you to be at ease with this practice, but God will bless and teach you. Keep the prayer simple and brief, asking only that God's will be done. You may want to use the sample prayer on page six. This prayer is also located on the cover of the black binder located on telephone desk. (In some cases, if you do not know immediately how to pray, don't offer to pray with them. Just assure them that their needs will be lifted to our Lord's throne of grace.)
- ***Use Scripture.*** It will often be helpful to give the caller a Scripture verse. You may use the categorized rolodex file and read or pray one or more verses that relate to the need.
- ***Send PrayerGrams.*** Be sure to ask if a PrayerGram may be sent. If it can, obtain a full mailing address including zip code. Be sure to stamp prayer card with the big red "Encouragement Note Requested" stamp on the front of the card.
- ***Do not use the phone for personal calls.*** It will tie up the phone for incoming calls. You may use the telephone located on the welcome center counter for local and emergency calls after your hour of intercession has been completed.
- ***Be prepared for a difficult call.*** Suggestions for handling this type of call are in the black binder on the telephone desk and also later in this chapter.
- ***Be prepared for a suicide call.*** Receiving a suicide call is not a frequent occurrence in the Upper Room. Though you are not likely to receive one, it is imperative that you are prepared in case you do! See suggestions in the black binder on the telephone desk and also later in this chapter.
- ***Be prepared to lead a caller to Christ.*** We would never want to miss this kind of opportunity. See suggestions found in the black binder on the telephone desk and later in this chapter.
- ***Remind the callers to update their requests as*** soon as there is a change. See update time requirements on pages 12-14.
- ***File the cards.*** If the request meets the requirements for an urgent request (see page 12), place it on the coffee table where it may stay for 24 hours or the requested length of time. Otherwise, file request cards in appropriate boxes.
- ***Referrals: Abuse calls.*** Take request, pray with caller as the Holy Spirit leads. Discerning a real need re: abuse, molestation, refer caller, urging caller to contact "Interact" agency for abuse. Give them information needed which next to phone in Upper Room) It is important that you convey how concerned you are for the caller's safety and that they call the number you have given them. Let them know they can call and be anonymous.

How to Handle a Difficult or Inappropriate Call

What is a difficult call?

A call is difficult when:

1. The caller is angry, upset, crying or overly fearful.
2. The caller gives details that are too personal, in bad taste or irrelevant. Example: caller is asking for prayer concerning a sexually related stronghold and begins using unnecessarily descriptive words. See *

See next section for “How to Handle a Suicide Call.”

Ten Suggestions for Handling Difficult Calls

1. Make full use of your time in the Heart Preparation Room.

A prepared heart is more sensitive to the Holy Spirit’s leading.

2. Remember that in the Upper Room we are called to PRAY not to counsel.

We cannot offer advice. You may say something like:

“I really do care and want to help but I am not a pastor or a professional counselor. However, if you would like to speak to a pastor you may call the church office (000-0000) and speak to a pastor in the Pastoral Care Ministry, or, if you prefer I will call for you and give them your name and telephone number.

If you would like to contact a Christian counselor I can give you a couple of names and telephone numbers.”

Counselors’ names, numbers here

In the event of an after-office-hours emergency you may call a pastor

Cellular Phone Number: Phone number here

Please do not say that Providence recommends...

Or that you recommend the above counselors.

(This is to avoid any legal liability.)

* Gently but “firmly” interrupt inappropriate language or descriptions and offer counselors name and number. Do not *suggest* that they need a counselor, but ask if they would like the name and number of one. (We are not counselors and are not equipped to handle their need outside of encouraging prayer) If caller continues with inappropriate language/descriptions after praying with them, gently but “firmly” tell them “We will be praying for you.” Then hang up. Fill out prayer card being careful not to give any detailed descriptions, (just general need) Ex: Caller is struggling with homosexuality. Pray for God to deliver this person from this stronghold. Pray again for caller, place card on table.

3. Pray for God’s empowering and the Holy Spirit’s guidance.

Do this before the telephone rings when you first enter the Upper Room. When the telephone rings breathe a prayer too!

4. Be in an attitude of prayer during your conversation.

Nehemiah lifted up arrow prayers as he was speaking with the king (Nehemiah 2:4)—
We can do the same!

5. Give the caller your full attention.

If the caller is emotionally upset, crying, etc.:

- Listen sympathetically until emotions are at the point when you can pray with him/her.
- Pray with the caller asking for a spirit of calmness to prevail.
- Listen as the caller relates the situation and note the request.
- Pray again lifting up the situation.

6. Remember that God is sovereign! Remember that He is faithful!

“He (God) who calls you is faithful and He will do it” (I Thessalonians 5:24). God has just the right intercessor in place for each call. Your past or present circumstances and experiences make you God’s choice as the compassionate listener and encourager that this caller needs now. God will speak through you regarding what to say and how to pray.

7. Let the Holy Spirit direct the conversation.

A. The Holy Spirit may prompt you to wrap up the conversation if:

- The conversation is going in circles.
- The caller is giving you too many personal details.
- The caller just wants to chat.
- You may say something like: “Thank you for sharing. I think I understand your prayer request now. May I pray for you?”

B. The Holy Spirit may direct you to keep on listening, but please remember the following points:

- We are unable to receive other calls such that caller can speak to a real person.
- All the time you are listening/talking we can do little more than “lift up arrow prayers”.
- Our role is to listen and pray. The Holy Spirit enables us to discern an insincere, inappropriate call. As led, interrupt. See previous page.

8. Remember that most of the callers who are upset have not worked out a prayer request.

Because they are so burdened with the circumstances they may just give you details about the situation, so

- Once you understand the situation, briefly repeat it back to them to clarify...say something like, “now tell me if I have this right...”
- At this point, you may have to help the caller formulate the specific requests.

9. Pray for God’s guidance.

Do this before you transfer the request from the telephone sheet to the prayer request card. We do not want to be a part of submitting any request that is not honoring to God. Please check that:

- The details of this situation are not too personal.

- The details of this situation are not in bad taste.
- The details of this situation are not on the verge of slander!

Even though we want to pray specifically it may be appropriate to generalize the request rather than giving inappropriate details. If you feel uncomfortable about the wording of your request, you may place the card in the Prayer Secretary's box or call the Upper Room Coordinator for assistance.

Suggestions for writing a prayer request card:

- (a) First give one or two sentences briefly reviewing the circumstances.
- (b) Follow by specific prayer requests.

EXAMPLE

“J and S’s” marriage is in severe difficulties.

Please pray for:

1. God to be honored in this situation.
2. Wisdom for those counseling.
3. Bitterness to be bound.
4. Protection for their two young children.
5. Healing of emotional hurts.
6. A willingness to persevere.
7. “S’s” strength this week.

10. Remember Scripture.

The truth of God’s Word is powerful, healing, comforting and encouraging. Please use the rolodex card system on the telephone table or the promise book to help if needed.

NOTE: If you have questions or concerns please call the Upper Room Coordinator or Administrative Assistant.

How to Handle a Suicide Call

Things to Remember!

- It is very rare that we get a suicide call.
- We are called to pray in the Upper Room, *not* counsel!
 - The Holy Spirit is all-sufficient!

Things to Do!

A. LISTEN to the caller.

Give him your full attention.

B. PRAY with the caller

Ask God to give him (and you!) a spirit of calmness.

C. ASK the caller

(1) For details:

- His name (or that of a relative or close friend).
- His telephone number (or that of a relative or close friend).
- His address (or that of a relative or close friend).

(2) For a promise to call some one before doing anything:

- (Offer to give phone numbers for caller to call a Christian counselor.)
Names & Numbers here
- To call a relative or close friend.

NOTE: We cannot say that Providence recommends the above counselors!

D. PRAY with the caller again

Ask for peace, hope, healing, help, direction and salvation.
Let him know that God cares for him.

E. ACT

- Call the police (911).
- Call the Pastoral Care/Shepherding Ministries Office (if regular attendee of the church).
- **After office hours, call the Pastor's Cellular Phone**
- Call a relative or close friend (if appropriate).
 - Suggest that the relative or friend take the caller to a local hospital emergency room.

How to Lead a Caller to Jesus

Possible Open Doors in Your Telephone Conversations ~
The Caller May Say:

1. I want to accept Jesus as my Savior, what do I do? Will you help me?
2. I want to give my life to Jesus, how do I do that?
3. I want to know that I have salvation, what do I need to do? How can I know I'm saved?
4. I want to know that when I die, I'll go to heaven? How can I know that for sure?
5. I've tried my best to live a good life, but I'm worried I might not go to heaven....
6. Do I have to be baptized to be saved?

You, the intercessor, may say:

Let's look at what God has to say about this. Knowing that God's word is true, I'll share with you some scripture verses. If you would think about each one, afterward, if you'd like, I'll be glad to pray with you:

- Romans 3:23 tells us we all are in need of a Savior:
"All have sinned and come short of the glory of God." (KJV)
- Romans 6:23
"For the wages of sin is death, but the gift of God is eternal life in Christ Jesus our Lord." (NIV)
- John 3:16 God loves us and has a plan for each of our lives:
"For God so loved the world that He gave His Only begotten Son, that whosoever believeth in Him should not perish but have everlasting life." (KJV)
- 1 John 1:9 says only Jesus can give us a clean heart and put us back in a right relationship with God again. It says:
"If we confess our sins, He is faithful and just to forgive us our sins, and cleanse us from all unrighteousness." (KJV)
- If we look at Ephesians 2:8-9, we find that no one can earn their way into heaven with good works:
"For it is by grace you have been saved, through faith –and this not from yourselves, it is the gift of God-- not by works, so that no one can boast." (NIV)

- Would you like to pray with me? After I pray a phrase out loud, you can pray it out loud.

“Lord Jesus, I have sinned and I’m sorry . . .
 Will you please forgive me? . . .
 When I die, I want to live with you forever in heaven . . .
 I know that You died for my sins . . .
 And that You were raised from the dead . . .
 I know that You live today. . .
 Will You, Lord Jesus, come into my heart now? . . .
 And help me make you Lord of my life everyday? . . .
 I know that I can’t earn my way into heaven . . .
 I believe You are my Savior . . .
 I ask for Your Spirit to help me learn about you . . .
 And to help me to grow in my faith . . .
 I love You, Lord. Thank You for saving me . . .
 In Jesus’ name . . .
 Amen . . .

- Once we invite Jesus into our hearts as Savior and Lord of our lives, we need to tell another person. God says in Romans 10:9-10, that *“if you confess with your mouth, ‘Jesus is Lord,’ and believe in your heart that God raised Him from the dead, you will be saved. For it is with your heart that you believe and are justified, and it is with your mouth that you confess and are saved.”* (NIV)
- But how can you know for sure you are saved once you’ve made this decision? Jesus, who, when He was on this earth, was God in the flesh, told us in John 10:28-30 *“I give them eternal life, and they shall never perish; no one can snatch them out of My hand. My Father, who has given them to Me, is greater than all; no one can snatch them out of My Father’s hand. I and the Father are one.”* (NIV)
- Also Ephesians 1:13-14 tells us, *“And you also were included in Christ when you heard the word of truth, the gospel of your salvation. Having believed, you were marked in Him with a seal, the promised Holy Spirit, who is a deposit guaranteeing our inheritance until the redemption of those who are God’s possession –to the praise of His glory.”* (NIV)
- God’s Word tells us it is His Holy Spirit in us that gives us His power to live a life that pleases Him. God spoke through Peter in Acts 2:38, *“Repent and be baptized, every one of you, in the name of Jesus Christ for the forgiveness of your sins. And you will receive the gift of the Holy Spirit.”* (NIV) (Remember though, Jesus saved the thief on the cross and the thief was not baptized, so for salvation, baptism is not required. It is simply an act of obedience.)
- I encourage you to tell at least one other person about your decision today. If you have a Bible, put today’s date inside the front cover of your Bible. It is your spiritual birthday. As you begin to study your Bible, I encourage you to start reading the book

called the “Gospel of John” first. Pray for God’s Holy Spirit to teach you. Meet regularly with other true Christians in a church where the Word of God is given out as truth and where the people live according to what the Bible teaches. You have just received the most precious gift any human being could ever receive – the gift of eternal life – you are now a child of God!

- We would love to have you visit Providence. There are many good Sunday School classes here on Sunday mornings. Check at the welcome center desk in the lobby and they will help you or, I’d be glad to meet you at the door Sunday morning at (____) a.m. Would that be alright? May I have your phone number – just in case of an emergency change in plans? Thank you, I am so glad you called. I’ll see you Sunday morning!

Chapter V ~ Telephone Numbers

The Upper Room Ministry Team

Providence in Prayer Director

Upper Room Coordinator Name and Phone numbers here.....

Upper Room Administrative Asst. “ “

Prayer Team Representatives

Name and Phone numbers here.....

E-Mail Requests

Name and Phone numbers here.....

Prayer Box Overseer

Name and Phone numbers here.....

Sign-In Secretary “ “

Supplies Secretary “ “

Library Coordinator “ “

Orientation Instructor

Substitute Coordinator

Substitute Contacts:

~Best time to call~

Sunday Name and Phone numbers here.....

Monday

Tuesday

Wednesday

Thursday “ “

Friday

Saturday

Night Watch

Assembly “ “

Formatting

Anna's Army

Simeon's Soldiers

Other Numbers

Within Your Church

Providence Baptist Church

The Upper Room

Add your information here

Emergency Prayer HotLine

After Office Hours Emergency (Pastor's Cellular Phone)

Note: This is only for after hours use in cases such as deaths, attempted suicides, accidents, and hospital admissions. Please do not give this phone number to a caller.

Area Hospitals

Your Area Hospitals with phone #'s here

Chapter VI ~ Upper Room Servants

Upper Room Coordinator

The Upper Room Coordinator oversees all activities of the Upper Room, including the Prayer Team, the Serving Team, and the Substitute Contact Team, thus ensuring that the Upper Room Ministry runs smoothly and efficiently. The Coordinator seeks God's heart for ways to encourage increasing participation by the congregation and encourages Providence members to submit prayer requests and also to sign-up for weekly intercession in the Upper Room.

Administrative Assistant

The Administrative Assistant supports and encourages the Coordinator in all aspects of the ministry. The Administrative Assistant's main responsibilities are to faithfully discharge all administrative duties pertaining to the Upper Room Prayer Ministries so that all things run smoothly and efficiently. The Administrative Assistant works alongside and reports to the Upper Room Coordinator.

Upper Room Prayer Team

The Upper Room Prayer Team is in place to undergird the Upper Room ministry itself and those who are committed to pray in the Upper Room. The team representatives meet regularly to pray for and discuss Upper Room business. They also pray at home for you, individually and for the needs of the Upper Room. (*See telephone section for a list.*)

Serving Team

The serving team is made up of Upper Room intercessors, (volunteers) which have agreed to serve the Upper Room in a specific capacity, but with the common goal of ensuring the smooth running of the Upper Room. The Night Watch, Anna's Army, Simeon's Soldiers coordinators are also a part of this team. (*See telephone section for list.*)

Substitute Contact Team

In the event that you must be absent from your Upper Room appointment, it is important to secure a substitute. In an emergency, or after exhausting possibilities outlined in Chapter VIII for finding a substitute, you may call the Substitute Contact for your day. (*See telephone section for list.*)

These servants are here to support your ministry!

Chapter VII ~ Security

Entering the Building

Office Entrance

The office entrance is open during office hours only - 8:30 a.m. until 5:00 p.m., Monday, through Friday. Since your code will not operate this entrance, please use the canopy entrance before and after office hours.

Canopy Entrance

- Enter code at outside covered entrance.
- Do not let anyone enter through the door with you.
- Use your Upper Room ID badge to open the door to the Prayer Suite.
- You do not need to use your code to exit any doors as you leave the building.
- The fire escape doors will open from the inside to allow you to exit in an emergency, but cannot be opened from the outside. Be sure to take your belongings with you.
- Please note that before 8:30 a.m. and after 10 p.m., there are no security guards in the building. When an intercessor enters the building using their security code, it disarms the alarm system. An intruder could possibly break into the building and you would not know it, because the alarm would not sound. If alarm should sound for some reason (and it's obvious it's not burglar) key in 5555 on/off at covered entrance and this will turn it off.
- If your weekly prayer time falls on a holiday please do not come. **The Alarm WILL go off if trying to enter building on a holiday even with a code.**

Alarm Info

Fire Alarm

If you are in the Upper Room and hear a long, continuous alarm sound, immediately vacate the Upper Room.

Burglar Alarm

If you are in the Upper Room and hear an intermittent, broken sound, please remain in the Upper Room and call Security. (See following page.)

What to Do If the Alarm Goes Off

During office hours (8:30 a.m. until 5:00 p.m.):

- Your info here.

During the Security Guard's hours (5:00 p.m. until 10:00 p.m.):

Your info here

- ⇒ When your call is answered (in person or by pager), give your
1. Name.
 2. Telephone extension number
 3. Location.
 4. Type of emergency.

Take necessary actions to keep yourself safe.

⇒

In case of a fire, exit the building and call 911 from the nearest phone.

Finding a Substitute

Should you be unable to keep your appointment with the King of Glory in the Upper Room, please prayerfully follow these procedures:

- **Pray!** Ask the Holy Spirit to direct you to His choice! (Pray long before you know you need a substitute. Pray for God's provision when the time comes.) You can pray in a vacant slot the week before you must be out of town, check with the Upper Room Coordinator first so that there will be no surprises on regular Intercessors or another making up a prayer time. (We want to be above reproach)
- **Ask the intercessor before or after you** if they can pray for two hours, or ask each one to pray an extra ½ hour along with their own time slot.
- Using the current month's sign-up sheet (always available at the sign-in station), ask an intercessor from another day to **trade** with you.

If you are not able to find a substitute by following the above steps, you may then:

- Call the substitute contact assigned to your day. (*See telephone section for list of sub-contacts.*) Your sub-contact will either take your time personally or find a substitute for you! Should the sub-contact be unable to find a substitute, they will then call the Upper Room Coordinator to let her know that your time slot will be left vacant.

Notes:

- **Please give your sub-contact as much notice as possible.** One week is preferable, though you should call in an emergency because they may be able to take your slot themselves. In any case, they need to let the Upper Room Coordinator know that your time slot will not be filled. (In an emergency, sometimes it is possible for the Upper Room Coordinator to take the slot.)
- **Please do not leave your time slot vacant without calling** your sub-contact or the Upper Room Coordinator!
- **Please reciprocate!** If a fellow intercessor fills-in for you, reciprocate when you have the opportunity!

Please join the goal to have no time slots vacant between 5 a.m. and 10 p.m.

General Reminders

Be Faithful

You are responsible for your scheduled time, so make every effort to be present. If you must be absent, please ensure that you fill your time slot by finding a substitute, or praying in a make up slot the week prior to your being out of town.

Be Discreet

Nothing will destroy the Intercessory Prayer Ministry as quickly as our lack of confidentiality. *Do not share these needs with anyone.* This matter is critical. The effects are disastrous (Proverbs 16:28; 17:9; 18:8; 26:20, 22). Please remember that all requests put into the Upper Room are confidential. We know how easy it is for an intercessor to speak to the person they prayed for by asking about the situation, but you may frustrate and/or embarrass someone by mentioning the request either in public or in private. *Make sure they have checked “Yes” to the question, “May an intercessor verbally and privately encourage this person regarding this request?”* If you can’t remember if this box is checked, don’t mention their need!

Be Discerning

Intercessors may be asked to pray for something that is contrary to our church’s doctrinal and moral convictions or for a situation that gives too many personal details that could verge on slander. (*See Chapter IV ~ Using the Telephone; Sub-section ~ How to Handle a Difficult Call*). If you feel uneasy about such a card, please place it in the box labeled – Prayer Request Secretary. This is located in the tall bookcase located in the corner of the room near the hospital board.

Be Considerate

Be considerate of those praying when you are entering or leaving the Upper Room or when showing someone around. Please remember that normal conversation seems very loud in this quiet environment. Ladies: do not enter U. Room when a gentleman is praying. Wait for him to leave. You may begin preparing your heart in the chapel.

Be Punctual

Plan to arrive on time, as the intercessor praying before you will not want to leave the telephone unmanned.

Be Above Reproach

Because we desire to be above reproach, it is our policy not to allow a male and female to be alone together in the Upper Room unless they are a married couple.

Be Cautious

We do not suggest female intercessors pray alone in the Upper Room before 8:00 a.m., but they may pray alone in the Upper Room in the evenings, Monday – Friday, since we have a security guard on duty until 10:00 p.m. It is suggested that she call the security guard before leaving the Upper Room so that she will not have to walk to the car alone.

Be Cooperative

If your time slot is from 9-10 p.m., the security begins checking every area of the church 9:45-10 p.m. and may ask you to leave at 9:45.

Be Responsible

Sign in every time you enter the Upper Room so that our records will be accurate.

Be Resourceful

- **Prayer Library**

The library is provided for your use. Books, tapes, videos and CD's may be borrowed for four weeks at a time and then renewed. Please follow steps posted at the library station.

- **Prayer and Fasting Room**

The Prayer and Fasting Room is furnished with comfortable chairs, a sofa and a writing desk. Bibles, hymnals, and devotional guides are also provided. You may reserve it for a time alone for personal prayer and fasting or for small group prayer times when you are not planning to serve refreshments. Call _____ to reserve this room. Wait for verification before using that room.

- **Prayer Chapel**

“The door is always open,” anyone in Providence’s congregation may enter and pray anytime the church is open. Furnished similarly to the Prayer and Fasting Room, the chapel also has a kneeling altar.

Reminders from Scripture

- **Remember** to use your Bible and pray according to His Word (1 John 5:14-15). Know that His Word is like fire, like a hammer that breaks a rock in pieces (Jeremiah 23:29).
- **Remember** that we are to always pray, never giving up (Luke 18:1).
- **Remember** that we can come boldly into God's throne room (Hebrews 4:16).
- **Remember** to pray "in the name of Jesus" (John 16:23-24).
- **Remember** that God is hearing you (1 Peter 3:13).
- **Remember** the power of earnest praying (James 5:16).
- **Remember** that power is released in prayer (Isaiah 55:11).
- **Remember** the enemy (Ephesians 6:12).
- **Remember** to put on your prayer armor (Ephesians 6:13-17).
- **Remember** to purge yourself of uncleanness and unforgiveness (Matthew 18:21-35 and Mark 11:25).