# Best Practices Press Requests:

If you receive a request for media of any sort please respond with the following protocol and language.

EMAIL:

**Forward it directly to me at**ingrid@haumc.org - if requesting a particular ministry spokesperson- they can be cc'd

Resond to the querent **separately** with the below language:

*Thank you so much for your request!  We are thrilled you are interested in covering the work we do at HAUMC.*

*I have forwarded your request to Ingrid Nordstrom, Director of Marketing and Communications, and you will hear back shortly regarding your request.*

*Kind Regards,*

*( your department : include your name if you wish but not necessary)*

PHONE CALLS:

**Default response**

Simply redirect them to send an email request to me directly at ingrid@haumc.org

Email is preferable for me,  so that I can have documentation of the whole process.

Sample language:

*May ask who is calling and what organization your are affiliated with?*

*Great, for request of this nature,*

*Please feel free to email Ingrid Nordstrom, our Director of Marketing and Communications directly.*

*That’s the quickest way to reach her!*

**Addendum for Ministry Team Leadership:**

If you get a direct request based on your ministry- loop me in and I’ll do a bit of background digging to make sure it’s a good idea.

We can side bar to assess appropriate action - RE briefings on messaging, support from COMMS, and when to escalate to higher level Methodist organizational levels beyond HAUMC.

***Anything GC 2024 / UMC / policy related questions or requests should be brought to the attention Laura Hannah (while Judy is out) and myself and we will escalate and ensure appropriate levels of response.***

Please let me know if you have any questions or concerns!