

PHONE SCRIPT: CONTACTING MEMBERS REGARDING SERVICE PROJECTS

Service projects are a great opportunity to help keep elder members and sweethearts safe in their homes, while also reconnecting them with their lodge and giving active lodge members an opportunity to strengthen relationships, give back, and partner with Masonic youth. Use this phone script to reach out to Masonic family members to offer assistance.

I. CONDUCTING A PHONE INQUIRY

Good morning/afternoon!

This is Brother [your name] from [your lodge name] Lodge calling.

I wanted to introduce myself and to see how you are doing and if you need anything. How are you doing today?

I also wanted to let you know that the lodge will be helping members and sweethearts with small home repairs and yard clean-up projects over the next few months. It's our goal to conduct more service projects for our Masonic family this year, and we're helping Masonic youth earn their service hours.

Can we help you with any yard work or small repairs to your home or garage?

If the member IS NOT interested:

Try the following questions and see if they will allow you to ask more than one.

- **I wonder if our lodge can provide you with home visits? Have you been getting out or is someone checking on you? (If not: Would you like someone from the lodge to come by?)**
- **Are you aware of the services available to you through the fraternity? May I send you some this information? (If so: May I**

follow-up with you to see if you have any questions? May we pay you a visit to share this information with you?)

- Are you receiving the Trestleboard monthly? Would you rather receive it via email or pony express? Let me confirm your email/ mailing address...
- Would you like to join us for dinner at the lodge? Can we pick you up?
- If the lodge can't reach you, is there someone else we can contact – a neighbor or your son or daughter? It's nice for the lodge to have additional contact information in case we can't reach you or so we know who to reach out to if you need assistance?

Thank you for your time, and please remember that the lodge is here for you, if you ever need anything. Let me give you my name and telephone number in case you think of something that you need.

If the member IS interested:

Ask the following questions to better understand their needs.

- What kind of help do you need around the house?
- Do you have any more projects or things you would like done?
- How long have you needed these repairs? Do you feel unsafe because of the repairs needed?

I am glad that you shared this with me today, so we can see how we can help you take care of these tasks/repairs. I also think this a great opportunity for you to reconnect with the lodge.

When you would like for me to visit so I can take a look what is needed? I will bring another lodge brother and/or my wife. Is that OK? Would you like to have a family member present during the visit? (Note: It can help to have a lady present when contacting widows).

Once I see what type of projects you need help with then I can share the information with the lodge master. Do you have any questions?

II. CONDUCTING THE IN-PERSON VISIT

- Schedule a time to visit the member/widow at their home. Bring another brother or lady with you.
- Be friendly and open to what the member/widow might be asking help for at their home.
- Remember everyone's home looks different and people have different lifestyles, so keep an open mind and a smile on your face.
- Use the home visit project checklist to make notes and ask questions.
- Let the member know that they may not have to pay any costs and the volunteers will bring needed items. If the member/widow can't pay for the costs or materials, then let them know that this may be fine and that you will talk with the lodge master.
- At the end of the visit, thank the member/widow for allowing you to visit and participate in the lodge's service project goal.
- Let the member know when you will get back to them (provide a date) and tell them to call you if they have any more questions or anything they want to share.
- Confirm that they have your contact information in case they need to reach you.