PHONE SCRIPT: OUTREACH TO SWEETHEARTS

Maintaining regular contact with lodge sweethearts helps you maintain their connection to the lodge and makes it easier to recognize if they might need your help. Here is a sample phone script for reaching out. You may wish to take a few notes during your call so that you can remember what was spoken about and follow up, if needed.

Good morning/afternoon!

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

I am the lodge ambassador identified in our Trestleboard and I am reaching out to all of our sweethearts to see how you are doing and if they need anything.

So, how are you doing today?

Have you been getting out or is someone checking on you? (If not, would you like someone from the lodge to come by?)

Optional questions/topics:

- **Follow up on a previous call:** Follow up with something you have discussed during a previous call, such as: How is your shoulder doing since your surgery? How is your son/daughter?
- **Daylight Savings Time:** Did you remember to set your clocks ahead/back? I don't want you to miss any of your important appointments.
- **Weather:**
  o If it is extremely hot: How are you faring with this warm weather? Are you able to keep cool? Are you drinking plenty of fluids? You want to be sure to keep yourself cool/hydrated. (If they don't have A/C or fans, suggest they go to the mall, public library, or lodge to take advantage of the A/C. If they do not have transportation, offer them a ride.
  o If it is extremely cold: Are you warm enough? Is your heat working properly?

Do you need anything?

Are you receiving the Trestleboard monthly? Would you rather receive it via email or pony express? Let me confirm your email/mailing address…

Well, it has been nice talking with you and I will be following up with you periodically, if that's OK?

In the meantime, do you have my contact information in case you need anything? You know you can call me anytime, right?

Well, I need to call some of the other ladies. You have a great day. And, thank you for taking my call.