

# GENERIC SCRIPT:

## Contacting Members regarding Community Service Projects

### 1. Suggestions to starting the conversation:

- *“Good morning/afternoon, this is Brother \_\_\_\_\_ from \_\_\_\_\_ Lodge calling. I am the Lodge ”Master/Secretary/Warden” and I am reaching out to all of our brothers and widows/sweethearts, to see how you are doing.”*
- *“Good morning/afternoon, this is Brother \_\_\_\_\_ from \_\_\_\_\_ Lodge calling. I am the Lodge ”Master/Secretary/Warden” and I wanted to introduce myself and to see how you are doing? I am personally calling all of our brothers and widows/sweethearts that we haven’t seen at lodge for some time.”*

### 2. Spreading the word about the Lodge’s Community Projects:

- *“I also wanted to let you know that the lodge will be helping members and widows with small home repairs and yard clean-up projects over the next few months. I wanted to ask if you have any home repairs or yard work that the lodge and youth orders can help you with completing? If so, you will be helping the lodge fulfill our obligation to our members and you will be helping our youth earn their service hours.”*
- *“I wanted to share with you the lodge’s goal to complete home improvement projects for 3 (whatever # best fits the lodge goal) of our members this year. I was wondering if you might be interested in receiving our help with yard work or small repairs to your home or garage?”*

### 3. If the member/widow is NOT interested:

**Then ask if they have any questions or other needs. 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 Masonic support programs and services available to you? May I send you some of 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 snail mail? Let me confirm your email/ mailing address...”*
- *“Would you like to attend a stated meeting or 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 family? It’s nice for the lodge to have additional contact information in case we can’t reach you or should you need assistance, then we know who we can reach out to?”*

**Thank them for their time and let them know the lodge is there for them if they ever need anything. Provide your name and telephone number, if helpful.**

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### 4. If the member/widow IS interested:

- *“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 is a great opportunity for you to reconnect with the lodge.”*
- *“When would you like for me to visit so I can take a look at what is needed? I will bring another lodge brother and/or my wife (it can help to have a lady present when contacting widows). Is that okay? 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? Would you like to have a family member present during the visit?”*

### 5. The Home Visit:

Schedule a time to visit the member/widow at their home. Bring another member 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.

### 6. Ending the Visit:

- *“Thank you for allowing me to visit and participate in the lodge’s service project goal. I will get back to you on (DATE). Please call me if you have any questions or anything that you want to share.”*
- *“Well, it has been nice meeting you and I will be following up with you on DATE/in a week/next month.”*
- *“In the meantime, do you have my contact information in case you need anything? You know you can call me, right?”*
- *“You have a great day. And, thank you for helping the lodge fulfill our project goal!”*
- *“I look forward to visiting with you on DATE...”*