

## PHONE SCRIPT: OUTREACH TO MASONIC SENIORS

Maintaining regular contact with senior fraternal family members helps you maintain their connection to the lodge and ensures that they are aware of the resources available to them through the fraternity. Use this phone script to check in about any needs.

**Good morning/afternoon!**

**This is Brother [your name] from [your lodge name] Lodge. I'm calling to check in since it's been awhile since we've seen you at lodge.**

**How are you? (How's your health?)**

**How's the family?**

### **If they have health or financial troubles**

I'm sorry to hear that. Have you thought about calling our California Masonic Assistance line? They can connect you to support, including health and financial assistance. All you have to do is call.

Do you have a pen handy? The phone number is (888) 466-3642. If you'd like, I can even call for you, and give them your number. Would you like me to do that?

I'll give you a call again next week, in case you have any questions. In the meantime, let me give you my number. [Provide number.] If you need anything or just want to talk, just pick up the phone.

Thanks for taking a few minutes to talk with me today.

### **If no reported health or financial troubles**

- Is there anything the lodge can do for you - give you a ride sometime, or help with a project around your house?
- If you think of anything, here's my phone number. [Provide number.]
- While we're at it, let me give you another number. Ready? It's

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(888) 466-3642. That's our California Masonic Assistance line. If you or your family ever need support, from health problems to concerns about money to help finding a different living situation, you can call them. They can also connect you to the Masonic Homes, in case you're thinking about applying. Will you do me a favor, and stick that number on your fridge?

- Thanks for taking a few minutes to talk with me today. I hope we can talk again soon. If you ever need anything or just want to say hello, you can always give me a call.

**If the member does not answer:**

- **This is Brother [your name] from [your lodge name] Lodge. I'm calling to check in since it's been awhile since we've seen you at lodge and I've been wondering how you're doing.**
- **If you ever need anything or just want to say hello, you can always give me a call. I'd really love to hear from you. My phone number is [your phone number].**
- **I wanted to let you know that if you or your family need support with anything, you can also call the California Masonic Assistance line at (888) 466-3642.**
- **I hope you are doing well and that we'll see you again at lodge soon.**