

OUTREACH AMBASSADORS

Scripts & Email Templates

Advocating for:



MasonicAid
Wherever you are, we care

Elevator Pitch

Quick statements on your role as an Outreach Ambassador, that are clear, compassionate, and professional—great for quick conversations or introductions.

:15

As an Outreach Ambassador, I help connect Oregon Masonic families to services like MasonicAid—for financial help, care navigation, and meaningful support—and the Jennings McCall Retirement Community, the Masonic & Eastern Star Home in Forest Grove.

I'd be happy to share more.

:30

As an Outreach Ambassador, I'm here to connect members of the Oregon Masonic Family to meaningful support.

MasonicAid is a trusted program offering help when health or financial challenges arise—whether it's navigating care, covering household expenses, or easing the cost of children's medical needs.

We also proudly support the Jennings McCall Retirement Community, a welcoming and vibrant place for both Masonic and non-Masonic residents in Forest Grove.

If you'd like more information about either of these services, I'd be happy to share it.



Presentation Script

10 MIN - Here's a warm, informative script that program ambassadors can use when presenting on **MasonicAid**. It combines a service summary with clear and compassionate messaging drawn from the FAQ documents.

***Slides show to accompany this script.**

Introduction:

Hello! Thank you for taking a few minutes to learn about **MasonicAid**—a program that embodies the caring values at the heart of Freemasonry. Whether it's a time of uncertainty, change, or urgent need, our message is simple:

Wherever you are, we care.

We proudly offer three core services—each designed to provide personalized, practical help to Oregon Masonic families.

1. Resource Navigation:

The maze of benefits and programs out there—state, federal, and otherwise, can be understandably overwhelming. **That's where MasonicAid can help.**

Case Managers provide one-on-one support to help clients:

- Understand what resources are available to them.
- Navigate applications for Medicaid, VA, or other benefits.
- Connect to trusted agencies and programs.
- Plan for long-term care, including in-home help or community placements.

Each journey is different, so they tailor support to the specific needs of the individual or family.

2. Financial Assistance:

Sometimes, even with careful planning, a family's needs can exceed their means—especially in the face of health challenges or rising care costs.

MasonicAid offers:

- **Short- and long-term financial assistance**, depending on need.
- Help to cover health care, rent, and daily living costs—so clients can stay in their homes and communities as long as possible.
- For those needing to transition into a retirement or care community, **monthly subsidies** may be available.

This assistance is **needs-based and confidential**. Eligibility requires a review of income, assets, and care needs, and Case Managers help walk applicants through that process.

If help is needed to afford living in care communities, clients aged 65 and older may qualify for ongoing subsidies at approved care communities in **Oregon and surrounding states** (Washington, California, Idaho, or Nevada.)

3. Children's Financial Assistance:

These services aren't just available for adults. The cost of caring for a child—especially with medical, dental, or vision needs—can be overwhelming. MasonicAid provides **financial support for dependents through age 21**, helping to reduce the cost of care.

If you're caring for a child who qualifies, we can offer help covering the cost of:

- Medical expenses
 - Vision care
 - Dental bills, including orthodontia
-

Eligibility Overview:

Support is available to:

- Oregon Master Masons

- Their wives or widows
- Female members of the Oregon Order of the Eastern Star
...all with at least **five years of Oregon membership** in good standing.
- **Dependent children** may also receive support, through age 21.

While some restrictions apply, we **always offer information and referrals** to anyone who calls.

Confidentiality Matters!

All conversations with MasonicAid are **completely confidential**. Even the Masonic leadership and board do not receive your name—only anonymous case numbers are shared for review.

How to Reach Us:

If you or someone you know may benefit from our support, we encourage you to call:

MasonicAid Assistance Line: (888) 811-3199

Or visit www.MasonicAid.com to learn more or make a referral, for yourself or for someone you know that may benefit from these services.

If you do call on someone else's behalf, we simply ask that the person needing assistance is present or gives permission to be contacted.

In closing, we understand that reaching out for support can be difficult – but with MasonicAid, you're never alone. The Case Manager team is here to walk beside you with compassion, expertise, and the unwavering support of the Masonic community.

Thank you for being a part of sharing this message. Together, we ensure that **no Masonic family faces life's challenges without support.**



MasonicAid
Wherever you are, we care

Presentation Script

5 MIN - Here's a warm, informative script that program ambassadors can use when presenting on **MasonicAid**. It combines a service summary with clear and compassionate messaging drawn from the FAQ documents.

***Slides show to accompany this script.**

MasonicAid: Wherever You Are, We Care

We proudly offer these services (subject to eligibility):

Resource Navigation

Overwhelmed by benefits and care options?
MasonicAid Case Managers help clients:

- Navigate Medicaid, VA, and community programs
- Access in-home care and supportive services
- Plan transitions into retirement or care communities

Financial Assistance

When health or household needs exceed your budget, we may help cover:

- Healthcare and prescription costs
- In-home care or cleaning support
- Rent, utilities, and care services at approved retirement communities in OR, WA, CA, ID & NV

Applicants 65+ may qualify for monthly subsidies. All assistance is confidential and needs-based.

Children's Financial Assistance

Support is available for dependents (through age 21) of eligible members.

We help with:

- Medical, dental, and vision costs
- Equipment and care-related expenses

Who is eligible?

Support is available to:

- Oregon Master Masons
- Their wives or widows
- Female members of the Oregon Order of the Eastern Star
(with 5+ years of membership in good standing)

Connect With Us

Call: (888) 811-3199

Online: www.MasonicAid.com

Whether you're calling for yourself or a loved one, we're here to help—with compassion, privacy, and Masonic values at the heart of it all.



MasonicAid
Wherever you are, we care

Phone Script

1. General info & outreach for **MasonicAid**.

Hi, this is [Your Name], member of _____ (Lodge or Chapter).

I'm calling on behalf of the MasonicAid program for Oregon Masonic families. I wondered if I could share a bit about it - **Is now a good time to talk for a couple of minutes?**

I'm reaching out to share a quick overview of the support services available through MasonicAid. It's a program designed to assist Oregon Masons, their wives or widows, and Eastern Star members, and their families—especially during times of health or financial stress.

MasonicAid offers:

- **Personalized case management** to help navigate care options and public benefits
- **Financial assistance** for healthcare, household, or long-term care costs (for those who qualify)
- **Support for children** of eligible members through age 21, covering medical, dental, and vision needs

Everything is handled with complete confidentiality, and we're happy to walk people through the process gently.

[Offer to Send Info or Make Referral]

Would it be helpful if I sent you a flyer or connected you with a MasonicAid case manager for more information?

We're also happy to help if you're calling on behalf of a loved one.

[Closing]

Thank you so much for your time. If needs ever arise, please don't hesitate to reach out. The MasonicAid line is **(888) 811-3199**, and you can also find us online at **MasonicAid.com**.

Take care—and remember, wherever you are, we care.



MasonicAid
Wherever you are, we care

Phone Script

2. Referral Response for MasonicAid.

Hi, this is [Your Name], member of _____ (Lodge or Chapter).

I'm also an Outreach Ambassador, calling on behalf of MasonicAid. I understand you might be going through a challenging time, and I thought, as one of your fellow Masonic family members, I might give you a call. **Is now a good time to talk for a couple of minutes?**

I'm actually an Outreach Ambassador, which means I help connect Masonic families with MasonicAid, a program offering many services to us.

First, I want you to know you're not alone. MasonicAid is here to support Oregon Masonic families—especially when health or financial concerns arise.

MasonicAid offers:

- **Personalized case management** to help navigate care options, benefits, or services you may qualify for
- **Financial assistance** for things like rent, healthcare, long-term care, or essential household expenses (depending on eligibility)
- **Support for children** up to age 21—including help with medical, dental, and vision needs

Everything we do is completely confidential, and our Case Managers are here to walk alongside you with compassion and understanding.

Would it be helpful if I connected you with one of them or sent you some information to look over? We're also happy to assist if you're calling on behalf of someone else in the family.

Thank you for taking a moment with me. If you ever need anything, MasonicAid's line is (888) 811-3199, and you can learn more anytime at **MasonicAid.com**.

Take care—and remember, your Masonic family is here for you.



MasonicAid
Wherever you are, we care

Email Template

Subject: A Note from MasonicAid – We’re Here for You

Dear [First Name],

I’m reaching out on behalf of **MasonicAid**, after hearing from a fellow member of the Oregon Masonic family who shared that you may be going through a challenging time. Please know we’re thinking of you—and that you’re not alone.

MasonicAid is a confidential support program available to **Oregon Masons, their wives or widows, Eastern Star members, and their families**. Our team is here to offer compassionate help during times of health or financial stress.

We provide:

- **One-on-one case management** to help you navigate care options, public benefits, and local resources
- **Financial assistance** with healthcare, long-term care, or essential living expenses (for those who qualify)
- **Support for children** of eligible members through age 21—including help with medical, dental, and vision costs

If you'd like, I'd be happy to connect you with a MasonicAid Case Manager for a confidential conversation or send along more information about how we might help.

You can also contact MasonicAid directly at **(888) 811-3199**, or visit us online at www.MasonicAid.com.

Wherever you are, please remember: your Masonic family cares deeply about your well-being—and we’re here to support you.

Warmly,

[Your Name]

Outreach Ambassador

[Your Contact Info, if applicable]

Phone Script

1. Referral Response for The Jennings McCall.

Hi, this is [Your Name], member of _____ (Lodge or Chapter).

I understand someone in our Masonic family thought you might appreciate a call for more information on the **Jennings McCall Retirement Center**. **Is now a good time to talk for a couple of minutes?**

Jennings McCall is located in Forest Grove and has long served Oregon Masons, Eastern Star members, and their families. It's a welcoming place offering both **Independent Living** and **Assisted Living**, and it's grounded in the same values of care, dignity, and community that define the Masonic tradition.

Many residents tell us they love the peaceful setting, the friendly staff, and how easy it is to stay active and connected here—whether through dining, social activities, wellness programs, or just the warm neighborly atmosphere.

I'd be happy to tell you more, answer questions, or connect you with someone at Jennings McCall who can walk you through the options or even schedule a tour.

Would that be helpful?

Thanks so much for taking a moment with me today. If you'd like to explore more on your own, you can also visit **JenningsMcCall.com** or call the front desk directly at **(503) 357-4133**.

Wherever you are, please remember: your Masonic family cares deeply about your well-being—and we're here to support you.

Email Template

Subject: A Thoughtful Recommendation: Jennings McCall Retirement Center

Dear [First Name],

I'm reaching out today because someone in your Masonic family shared that you might be thinking about the future—or exploring options for yourself or a loved one. I wanted to take a moment to tell you about **Jennings McCall Retirement Center**, a warm and welcoming senior living community located in Forest Grove, Oregon.

Jennings McCall has served Oregon Masons, their families, and the wider community for many years, offering a blend of independence, comfort, and peace of mind. It's a place where residents feel truly at home, surrounded by caring staff and neighbors who value dignity and connection.

Here's what you'll find at Jennings McCall:

- **Independent Living and Assisted Living** options to match your needs and lifestyle
- Spacious apartments, beautiful grounds, and a peaceful small-town setting
- Daily dining, social events, wellness programs, and transportation services
- A strong connection to the Masonic values of community, respect, and support

If you'd like, I'm happy to connect you with someone at Jennings McCall who can answer questions or arrange a tour—either virtual or in person. You can also explore more anytime at www.JenningsMcCall.com.

Please don't hesitate to reach out. Whether you're gathering information or ready to take the next step, you have people here who care.

Warmly,

[Your Name]

Masonic Ambassador

[Your Contact Info, if applicable]