

TORONTO CENTRAL COUNCIL PRINCIPLE OF SERVICE:

“Visiting neighbours in need in their homes is the primary and preferred form of meaningful, person-to-person service by Vincentians in each conference.”

CHARACTERISTICS OF A MEANINGFUL VINCENTIAN VISITATION:

- ❖ Takes place in the home of the neighbour in need. This acknowledges our roles as invited guests looking to maximise the level of comfort and convenience on behalf of our hosts. In exceptional cases the visit might take place elsewhere, but in an environment where privacy and meaningful person to person contact can be maintained.
- ❖ Takes place in a timely manner (usually 24 – 48 hours) by a minimum of two Vincentians.
- ❖ Vincentians engage in a respectful, meaningful dialogue. The goal is to discover the need and to address it in as appropriate a manner as possible, not to cast judgement or lecture. Vincentians should do most of the listening and encourage our neighbour to do most of the talking. (see Visitation Guidelines)
- ❖ Vincentians are knowledgeable about the resources and services available in the community. They are familiar with the basic benefits provided by social assistance. (see Resources document)
- ❖ Vincentians are familiar with the neighbour’s situation through careful record keeping concerning past visits and assistance rendered. They will have attended regular conference meetings and heard the discussion regarding past calls. They are keenly aware of the importance of maintaining confidentiality regarding our neighbours in need. (See Record Keeping doc)
- ❖ Vincentians explain who we are and what we can do as an organization. This sets up an understanding of mutual expectations and should the relationship extend beyond the initial visit.
- ❖ Vincentians will bear in mind their mission as emissaries of Christ and this knowledge will influence them in all that they do or say during the home visit.