



Greater Toronto Central Council  
SOCIETY OF SAINT VINCENT DE PAUL

# HOME VISITATION WORKSHOP

*USING*  *5 GUIDING PRINCIPLES*

**MEMBERSHIP DEVELOPMENT COMMITTEE**

**VIRTUAL TRAINING SERIES**



SOCIETY OF SAINT VINCENT DE PAUL  
GREATER TORONTO CENTRAL COUNCIL

*turning concern into action*

*“ Together as Family ”*



*Serving our Vincentian Neighbours*



# MDC PRESENTERS



**Ann Massel**  
St Francis Xavier,  
Mississauga



**Omar Ellis**  
St Leonard,  
Brampton

# AGENDA

- **OUR HISTORY OF SHARING**
- **OUR VINCENTIAN CALLING**
- **THE FIVE GUIDING PRINCIPLES (5GPs) – OVERVIEW**
  1. HOME VISITS
  2. EQUITY OF SERVICE
  3. CONTINUOUS SERVICES
  4. RENEWAL
  5. SHARING
- **HOME VISITATION – GUIDING PRINCIPLE #1**
- **HOME VISITATION – QUICK REFERENCE GUIDES**
  1. THE CALL (1 of 4)
  2. THE VISIT (2 of 4)
  3. THE FOLLOW-UP (3 of 4)
  4. SAFETY (4 of 4)
  5. DOS & DON'TS
- **HOME VISITATION – SUMMARY AND NEXT STEPS**  
– GREATER TORONTO CENTRAL COUNCIL MEMBERS AREAS (CONFERENCE RESOURCES)
- **Q&A**



# OUR HISTORY SHARING AS BROTHERS & SISTERS IN CHRIST

## DIVINE PROVIDENCE AND THE VINCENTIAN VOCATION

### St. Vincent de Paul

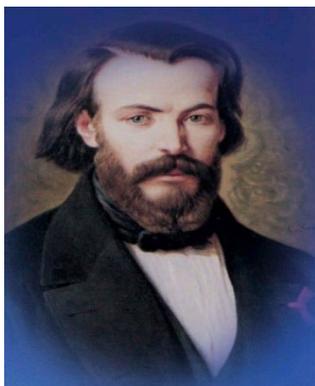
In 1617, Divine Providence called an ordinary man to an extraordinary mission, by touching the heart of Vincent de Paul and leading him to the service of the suffering and destitute poor of the villages of France. In the small village of Chatillon-les-Dombes, Vincent founded the Confraternities of Charity (Ladies of Charity), ordinary lay women in the parishes who served the sick in their homes. In 1625, he founded his community of priests, the Congregation of the Mission, to evangelize the poor. And in 1633, Divine Providence gave an ordinary woman an extraordinary mission, by touching the heart of Louise de Marillac. Together with Vincent, she co-founded the Daughters of Charity, to serve the poor through health, education and social ministries.



**Saint Vincent de Paul  
(1581-1660)**



# OUR HISTORY SHARING AS BROTHERS & SISTERS IN CHRIST



**Blessed Frederic Ozanam**  
(1813 - 1853)

## Blessed Frederic Ozanam

In 1833, Divine Providence once again called an ordinary man to an extraordinary mission, by touching the heart of Frederic Ozanam to bring hope to the hopeless in the streets of Paris. Frederic was mentored in serving the poor by another ordinary woman with an extraordinary mission, **Sister Rosalie Rendu**, a Daughter of Charity working in the slums of Paris. Frederic Ozanam, together with his companions, founded the Society of St. Vincent de Paul and they soon found that “no work was foreign to the Society.”



# OUR HISTORY SHARING AS BROTHERS & SISTERS IN CHRIST

## Legacy

The Rule of the Society evolved out of the life and faith of Frederic. Authentic Vincentian service assists the impoverished and the troubled but it is done in love and with love. As Vincent, Frederic knew that this is what our Lord asks of his followers, namely, that they seek and find Jesus in the poor. Vincentianism is Faith in Action: it is a reaching out in friendship and with helping hands to those who are poor or who are suffering. Vincentian helping is person-to-person, by a personal gift of the heart, in humility, simplicity and charity. Being a Vincentian is a vocation.



# OUR VINCENTIAN CALLING

- \* Being a Vincentian is a calling, a vocation, to go out and serve our Neighbours' needs.
- \* We are all connected through **Prayer**, by our **Personal** contact with the **Poor**.
- \* Our story in Canada begins with the first Canadian Conference of the Society of Saint Vincent de Paul (SSVP) founded by Doctor Joseph Painchaud in **1846 in Quebec City**.
- \* Together, we have been serving Christ in the poor with love, respect, justice and joy with over 860 conferences, 91 particular councils, 13 central councils, 5 regional councils (BC & Yukon - West - Ontario - Quebec – Atlantic)
- \* The poor can count on receiving help from our 14,494 Vincentian members, who made 145,000 visits last year, thus helping 337,000 Neighbours across Canada.



**HIGH-FIVE**

# Our 5 Guiding Principles *To Serve*

## Our Neighbours in Need





# THE FIVE GUIDING PRINCIPLES – 5GPs 'OVERVIEW'

## 5 Guiding Principles for Conferences

- 1. Home Visits Are Important** Visiting Neighbours in their homes is the primary and preferred form of meaningful, person-to-person service by Vincentians in each conference.
- 2. Equity of Service** Neighbours in similar circumstances and with similar needs receive similar levels of service across the GTA.
- 3. Continuous Learning** Since we strive to serve our Neighbours by helping them to meet some of their immediate needs, as well as by assisting them in their efforts to move forward, Vincentians strive to continue to grow in the knowledge and skills required to achieve these goals.
- 4. Renewal** In order to appropriately and effectively serve Neighbours, the conference needs to be spiritual, active, committed and creative. Such a conference is difficult to maintain without a sufficient number of active Members and without the addition of new Members.
- 5. Sharing** Since a fundamental principle of the Society of St. Vincent de Paul is that funds are moved within the Society to where they are most needed, conferences send excess funds up, normally keeping a balance in their account of no more than three months reserve (i.e. the average amount that they would spend in three months).

# HOME VISITATION GUIDING PRINCIPLE #1



The primary and preferred form of service is to visit Neighbours in their homes

- \* Visiting Neighbours in their homes is the primary and preferred form of meaningful, person-to-person service by Vincentians in each conference.



# HOME VISITATION GUIDING PRINCIPLE #1



## Overall purpose of Home Visitation

1. Listening
2. Referrals
3. Friendship
4. Material Assistance
5. Spirituality



# HOME VISITATION GUIDING PRINCIPLE #1



## CHARACTERISTICS OF A MEANINGFUL VINCENTIAN VISITATION:

- \* **Takes place in the home of the Neighbour.** This acknowledges our roles as invited guests looking to maximize 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.
- \* Vincentians are **knowledgeable about the resources and services available in the community.** They are familiar with the basic benefits provided by social assistance.

# HOME VISITATION GUIDING PRINCIPLE #1



## CHARACTERISTICS OF A MEANINGFUL VINCENTIAN VISITATION:

- \* 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.
- \* 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.

# HOME VISITATION – THE CALL

## 👍 QUICK REFERENCE GUIDE #1 of 4 👍

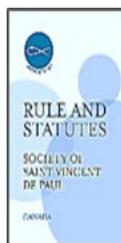


### RECEIVING THE CALL

- \* Get the neighbour's message from the parish secretary or, hopefully, a conference voice mailbox.
- \* The information and tone of voice may tell you a good deal about the neighbour's needs.
- \* Carefully note all the contact info and other relevant details.
  1. Client's name, address and contact info
  2. Number, names and ages of children
  3. Other information that could help you to assess the situation and to offer appropriate assistance.

### PREPARING FOR THE VISIT

- \* Get a partner
- \* Ask for God's help
- \* Get emotionally ready
- \* Get materially ready
- \* Check file
- \* Set an appointment



#### Conference Member Responsibilities

The responsibilities of conference members are varied. The most important one is to bring comfort and aid to persons in need. The fundamental activity is the person-to-person encounter with persons in need through home visits, carried out by pairs of Vincentians. Home visitation demands the highest respect for the dignity of persons in need. Vincentians are the guests of the persons being visited, as those they visit are the hosts.





# Home Visitation – ‘The Call’

## Quick Reference Guide #1 of 4

Visiting Neighbours in their homes is the primary and preferred form of meaningful, person-to-person service by Vincentians in each conference. Each home visit is intended to help the neighbour get through a particular difficulty situation and to move forward in some way that is meaningful to them.

### Receiving the call

- Get the neighbour’s message from the parish secretary or, hopefully, a conference voice mailbox.
- The information and tone of voice may tell you a great deal about the neighbour’s needs.
- Carefully note all the contact info and other relevant details.
  - i) Client’s name, address and contact info
  - ii) Number, names and ages of children
  - i) Other information that could help you to assess the situation and to offer appropriate assistance.

### Preparing for the visit

- **Get a partner** – Vincentians never visit on their own. The requirement for Vincentians to always visit in pairs is based on the fact that the Conference is a community and not a collection of individuals who “do their own thing.” A male/female pair is ideal but not always possible. Two males should not visit a lone female neighbour.
- **Ask for God’s help** – One experienced Vincentian says a short prayer prior to every visit. “God, please don’t let me mess up.” God will know what you mean. Please also refer to the ‘Prayer for Home Visitation’ from the *Rule & Statutes SSVP Canada* book.
- **Get emotionally ready** – If you are too tired, or angry, or there is something about the neighbour that annoys you, can you be as compassionate, and caring and non-judgmental as you want to be? If you can’t get yourself into the proper frame of mind, it may be best for the neighbor and you that you ask another Vincentian to do the call. God will give you all the help you need but you’ve got to work with Him.
- **Get materially ready** – You will generally have a couple of food and clothing items/vouchers with you so that you can respond to the needs as you see them. If the neighbour’s call indicates other needs (e.g. information about a gov’t service that might be able to help them with a particular problem), you will come prepared with the information or with written material.
- **Check file** – If another Vincentian have visited, there should be a file. Knowing a bit about the neighbour lets them know you cared enough to check and also reduces the likelihood of contradictory information.
- **Set an appointment** – Phone contact with the neighbor should be made within 48 hours of receiving the request. Set a clear time and date with the neighbour and get all details regarding location. Stress that they call and cancel if something comes up.

### Conference Member Responsibilities

The responsibilities of conference members are varied. The most important one is to bring comfort and aid to persons in need. The fundamental activity is the person-to-person encounter with persons in need through home visits, carried out by pairs of Vincentians. Home visitation demands the highest respect for the dignity of persons in need. Vincentians are the guests of the persons being visited, as those they visit are the hosts.



# HOME VISITATION – THE VISIT

## 👍 QUICK REFERENCE GUIDE #2 of 4 👍



### VISITING THE NEIGHBOUR

- \* Remember – if you are there for the right reasons (i.e. you want to act on your faith, to serve others, and to help make a difference), you will say and do the right things. Be yourself. Trust God and trust yourself.
- \* Takes place in the home of the Neighbour.
- \* Ice breaker
- \* Explain who we are
- \* “How can we help you today?”
- \* Record keeping
- \* Promises



**Prayer for Home Visitation**

O God, someone in this house needs me. I don't know how I will be received, but I go as Your ambassador, however unworthy and weak I am myself. Give me Your power to help in the best way possible, offering what is needed, giving the proper advice, saying the right thing. I am Your servant and the servant of anyone who needs me. I am weak - You can make me strong. I am tongue-tied - You can supply my words. I lack courage - You give me confidence. I am perplexed - You can give me the answer. I am useless - You can make me useful. Above all, make me recognize You in these people, and seeing You, let me love them as I love You. They need Your love, they need my love, let us love them together. I will do my best: be with me in what is Your work, and mine. Kind, gentle, understanding Saint Vincent de Paul, inspire me in all my dealings with the needy whom you knew, understood and loved so much. Amen.



# Home Visitation – ‘The Visit’

## Quick Reference Guide #2 of 4

Vincentians will bear in mind their mission as ambassadors of Christ which will influence them in all that they do or say during the home visit. The goal is to discover their need and to address it in as appropriate a manner as possible, not to cast judgement or lecture. Vincentians engage in a respectful, meaningful dialogue and should do most of the listening and encourage our neighbour to do most of the talking.

### Visiting the Neighbour

- **Remember** – if you are there for the right reasons (*i.e. you want to act on your faith, to serve others, and to help make a difference*), you will say and do the right things. Be yourself. Trust God and trust yourself.
- Takes place in the home of the Neighbour. This acknowledges our roles as invited guests looking to maximize 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.
- Ice breaker – especially if the neighbour seems a little embarrassed, uncomfortable, or even antagonistic (*since it's hard to admit you need help*), take a few moments to get everyone comfortable. Commenting on an interesting photo, asking the cat's name, or focusing in on something that would seem to be of interest to the neighbour will help.
- Explain who we are – Don't assume the neighbour knows what the Society is and where the money comes from. Explain that you are a volunteer member of a Catholic organization that works in the local Catholic church to help people of all denominations in the community. Explain that the money comes from the donations of parishioners which allows the Conference to provide assistance.
- “How can we help you today?” – A question such as this will start the neighbour talking about their current situation and what they hope you can do for them. Especially on the first few visits, listen, listen, listen. Listen to the words. Listen to the tone. Listen to the unfinished sentences. You want to respond to their request, but you also want to find ways that you might be able to help them move forward in some meaningful way. This requires that you listen with your mind and heart.
- Record keeping – The prepopulated neighbour record sheet will have room for comments and observations. However, only factual information (*name, address, etc.*) should be recorded during the visit. In most cases you and your partner will fill in the information after you leave the neighbour's residence. While you are there you are listening and conversing and listening. Sitting there with a clipboard and pen sets up a very different relationship and dynamic.
- Promises – be honest and realistic in what you say you can and will do. Don't make promises you can't or likely won't keep. The neighbour needs to know that you care enough to do what you say you will and have enough respect for them to be honest about what you can't or won't do.

### Prayer for Home Visitation

O God, someone in this house needs me. I don't know how I will be received, but I go as Your ambassador, however unworthy and weak I am myself. Give me Your power to help in the best way possible, offering what is needed, giving the proper advice, saying the right thing. I am Your servant and the servant of anyone who needs me. I am weak - You can make me strong. I am tongue-tied - You can supply my words. I lack courage - You give me confidence. I am perplexed - You can give me the answer. I am useless - You can make me useful. Above all, make me recognize You in these people, and seeing You, let me love them as I love You. They need Your love, they need my love, let us love them together. I will do my best: be with me in what is Your work, and mine. Kind, gentle, understanding Saint Vincent de Paul, inspire me in all my dealings with the needy whom you knew, understood and loved so much. Amen.





# HOME VISITATION – THE FOLLOW-UP

## 👍 QUICK REFERENCE GUIDE #3 of 4 👍

### FOLLOWING UP WITH THE NEIGHBOURS' NEEDS AFTER THE VISIT

- \* File
- \* Follow through on promises
- \* Discuss at conference
- \* At the conference level, review the 'callers' list on an annual basis to assess particular needs and make plans for the future.

**Final thought:** The 'voucher/material' support is only one (and not the most important) thing we bring to a neighbour's home. We bring hope, compassion, respect and Christian love. We give the gift of our presence and our attention and our efforts to assist. These are much greater gifts but often much more difficult to give and to give consistently. We must always bear in mind that poverty is about injustice, unequal opportunities/advantages and about rights denied.

#### **1.3.1.1 The Spirit of Charity, Service and Sharing**

The Society of Saint Vincent de Paul is founded on the principle of serving persons in need. This activity of charity is the fundamental characteristic of the Society. Frédéric Ozanam said: "I would like to embrace the whole world in a network of charity." Members of the Society are united in the same spirit of poverty and of sharing. They offer their goods, talents and wealth in the service of their neighbours, persons in need, primarily by conducting home visits.





## Home Visitation - 'The Follow-up' Quick Reference Guide #3 of 4

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. Vincentians are knowledgeable about the resources and services available in the community. They are familiar with the basic benefits provided by social assistance.

### Following up with the Neighbours needs after the visit

- **File** – complete the record sheet and place in conference binder or file (ensuring it's secure)
- **Follow through on promises** – while it's still fresh, do what you said you would do,
- **Discuss at conference** – The conference members do not need to discuss every case at every meeting, but the conference meeting is an excellent opportunity to share experiences and insights and to struggle with challenges. Vincentians in a spiritual, healthy, active conference nourish each other, guide each other, educate each other, and contribute to each other's spiritual and emotional growth. If your conference doesn't do this, work with the president, the other members, and the spiritual adviser to bring it about.
- **At the conference level**, review the 'callers' list on an annual basis to assess particular needs and make plans for the future.

**Final thought:** The 'voucher/material' support is only one (*and not the most important*) thing we bring to a neighbour's home. We bring hope, compassion, respect and Christian love. We give the gift of our presence and our attention and our efforts to assist. These are much greater gifts but often much more difficult to give and to give consistently. We must always bear in mind that poverty is about injustice, unequal opportunities/advantages and about rights denied.

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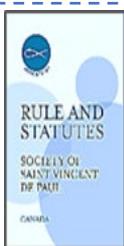
# HOME VISITATION – SAFETY

## 👍 QUICK REFERENCE GUIDE #4 of 4 👍



### SAFETY ADVICE TO FOLLOW IN MAKING HOME VISITS INCLUDES:

- \* Always visit in pairs.
- \* Know the community you are visiting - physical landscape, walkways, pedestrian, vehicular traffic pattern
- \* Make a point of knowing the characteristics of the community you are visiting including what agencies and services are available in the area.
- \* If required, visit during the daylight hours.
- \* Park in legal and well-lit areas.
- \* Avoid using stairwells in apartment buildings.
- \* Asking the Neighbour to put their dog in a separate room.
- \* Do not carry a purse or large sums of money when visiting.
- \* Sharing your experiences in the community you are serving to ensure safety and service for all



#### 3.17 Visiting In Pairs

Home visitation is a fundamental activity of the Society, and has been carried out in pairs since the beginning of the Society in the 1830's. This traditional activity shall continue to be carried out by two members, preferably a man and a woman. The Society has a moral and a legal responsibility to exercise due care and diligence for the protection of the visitors and of those being served. Visiting in pairs constitutes a reasonable and necessary obligation. That kind of visit gives the two Vincentians the opportunity to see different aspects of a problem and other possibilities for solving it. It also helps foster friendship between members, which is so important to the Society and follows the example of Our Lord who sent out his disciples in pairs for mutual support and inspiration.



## Home Visitation – ‘Safety’ Quick Reference Guide #4 of 4

Member safety is a top priority of the Society. In a typical year the Conferences in Toronto make 65,000 home visits. Since the first SSVV Conference was formed in 1850 at St. Michael’s Cathedral in Toronto, there have been no incidents of unsafe home visitations reported by Vincentians in the Toronto area. This represents a clean record of over 160 years. Vincentians should postpone or terminate a visit if they feel their health or safety is at risk (dogs, the Neighbour is sick, suspicion of illegal activity).

### Safety advice to follow in making home visits includes:

- Always visit in pairs.
- Know the community you are visiting - physical landscape, walkways, pedestrian, vehicular traffic pattern
- Make a point of knowing the characteristics of the community you are visiting including what agencies and services are available in the area.
- If required, visit during the daylight hours.
- Park in legal and well-lit areas.
- Avoid using stairwells in apartment buildings.
- Asking the Neighbour to put their dog in a separate room.
- Do not carry a purse or large sums of money when visiting.
- Sharing your experiences in the community you are serving to ensure safety and service for all.
- In carrying out their duties, the Vincentian will at all times be governed by what a reasonable person would determine to be in the best interests and safety of the client and in the interests of their own safety.
- All visits to the home of women living on their own will be done by two women or by a male/female team. Where it is not practical to abide by this requirement, previous agreement with the client or an alternative location will be arranged.
- If, in the course of performing one’s duties as a Vincentian, it is deemed appropriate to transport an unaccompanied person by automobile, the member must be accompanied by another member, or other adult deemed by the member to be responsible.

If safety concern still exists, discussions should take place at the Conference, Particular Council and if necessary, at the Central Council level to determine if further action is required. Where there is an identified and confirmed serious safety issue, an alternate visiting location should be provided, with the understanding that all the characteristics of a good home visit should remain as the guiding principles of our interaction with our Neighbours.

### 3.17 Visiting In Pairs

Home visitation is a fundamental activity of the Society, and has been carried out in pairs since the beginning of the Society in the 1830’s. This traditional activity shall continue to be carried out by two members, preferably a man and a woman.

The Society has a moral and a legal responsibility to exercise due care and diligence for the protection of the visitors and of those being served. Visiting in pairs constitutes a reasonable and necessary obligation. That kind of visit gives the two Vincentians the opportunity to see different aspects of a problem and other possibilities for solving it. It also helps foster friendship between members, which is so important to the Society and follows the example of Our Lord who sent out his disciples in pairs for mutual support and inspiration.



# HOME VISITATION – DOS & DON'TS

## 👍 QUICK REFERENCE GUIDE 👍

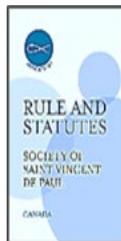


### DOs

- \* Practice Personal Physical Preparation (PPP) –  ~Smell,  ~Sight,  ~Touch,  ~Hear,  ~Taste
- \* Practice Spiritual & Emotional Preparation (SEP) – pray before and after visit with your partner
- \* Manage Personal Opinions & Beliefs (POB) – always be mindful that we all have POBs
- \* Practice Patience & Forgiveness

### DON'Ts

- \* Don't be judgmental – Vincentians must take care to not display any forms of discrimination during visit.
- \* Don't disrespect our Neighbours' Privacy / Property / Home
- \* Don't disrespect your fellow Vincentians during the visit



#### Conference Member Responsibilities

The responsibilities of conference members are varied. The most important one is to bring comfort and aid to persons in need. The fundamental activity is the person-to-person encounter with persons in need through home visits, carried out by pairs of Vincentians. Home visitation demands the highest respect for the dignity of persons in need. Vincentians are the guests of the persons being visited, as those they visit are the hosts.





## Home Visitation – ‘Dos & Don’ts’ Quick Reference Guide

Vincentian should take care to remember the below Dos and Don’ts while visiting our Neighbours in their homes. Vincentians strives to follow the example of Christ in an Act of Self-denial to go the others (*You came to me - Mt 25:36-37*) and demonstrating to the tenderness of God to the weakest (*We hope that in our caring, they may catch a glimpse of God’s great love for them – Int’l Rule 2.1*)

### DOs

- **Practice Personal Physical Preparation (PPP)** – engage all five senses to explore new/varied experiences [ 🗄️~Smell, 👁️~Sight, 🖐️~Touch, 👂~Hear, 🍷~Taste ]
- **Practice Spiritual & Emotional Preparation (SEP)** – pray before and after visit with your partner and be aware of your state of mind and emotions which may impact your visit (*tiredness, angry, patience*).. If you can’t get yourself into the proper frame of mind, it may be best for the neighbor and you that you ask another Vincentian to do the call.
- **Manage Personal Opinions & Beliefs (POB)** – always be mindful that we all have POBs (*both Vincentians and our Neighbours*).
- **Practice Patience & Forgiveness** – some Neighbours may not be home at the arranged time, but we need to exercise forgiveness and re-schedule another visit.
- .....

### DON’Ts

- **Don’t be judgmental** – Vincentians must take care to not display any forms of discrimination during visit.
- **Don’t disrespect our Neighbours’ Privacy** – some people won’t let us into their home due to personal reasons, pets, etc.
- **Don’t disrespect our Neighbours’ Property** – some people have accumulated expensive things (cars, pets, TV, antique furniture, etc.) but still may not have food to eat.
- **Don’t disrespect our Neighbours’ Home** – some homes are in high crime areas or are unregulated basement apartment, or may be infested with bed bugs, insects, rodents, etc.
- **Don’t disrespect your fellow Vincentians during the visit** – the visiting team is ideally composed of Vincentians of both genders, various age groups, and different life experiences, so that a better perspective of the neighbour’s situation can be gained, and various courses of action explored.
- .....



# HOME VISITATION ! COMING SOON! FREQUENTLY ASKED QUESTIONS

## Sample FAQs

### *Can we ask to see ID?*

Do you think you need to see ID? If things just don't appear to be right, ask for ID saying we just need to verify so the assistance is going to the right person. Do not take copies or photos. Simply note on the profile form that you were able to verify the person who was visited was the person who requested the visit.

### *We return messages when we can, is that a problem?*

Calls should be returned in a timely fashion, and ideally, the timeframe should be provided with the voice messaging service. "Hello, thank you for calling the Society of Saint Vincent de Paul, we check our messages as follows... please leave us your name, phone number and the best time to reach you."



# THE 5GPs - HOME VISITATION

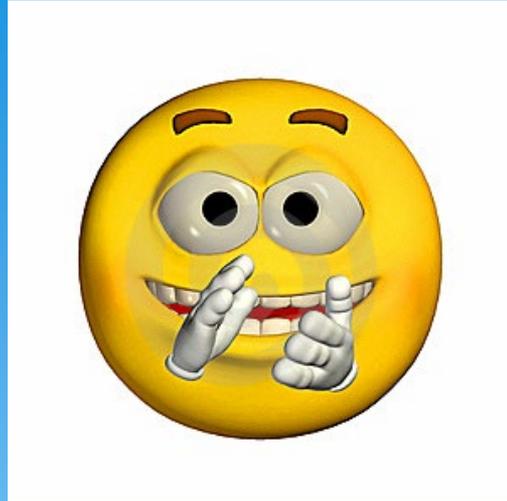
## 👍 SUMMARY & NEXT STEPS 👍

### Take-away Activities:

- \* Share what you have learnt with your Conferences/Councils Members
- \* Review & Reinforce 5GPs – Home Visitation QRGs
- \* For more information visit:
  - Greater Toronto Central Council Members Areas  
<http://svdptoronto.org/members-area/conferences-resources>
  - Five Guiding Principle  
<http://svdptoronto.org/members-area/five-guiding-principles/>
- \* Watch for the publication of the Frequently Asked Questions







Thank You...