**ST. JOHN VIANNEY CONFERENCE OF**

**THE SOCIETY OF ST. VINCENT DE PAUL**

**VINCENTIAN HANDBOOK**





**St. John Vianney Conference of the Society of St. Vincent de Paul**

**Vincentian Handbook**

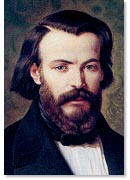
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OUR VINCENTIAN FOUNDERS



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| **St. Vincent de Paul**  **(1581-1660)**  **Founder: Ladies of Charity 1617**  **Founder: Congregation of the Mission 1625**  **Co-Founder – Daughters of Charity 1633**  **Feast Day: September 27th** | **St. Louise de Marillac**  **(1591-1660)**  **Co-Founder: Daughters of Charity 1633**  **Feast Day: March 15th** |





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| **Frederic Ozanam**  **(1813-1853)**  **Founder of the Society**  **Of St. Vincent de Paul 1833**  **Beatified: August 22, 1997**  **Feast Day: September 9th** | **Sr. Rosalie Rendu**  **(1786-1856)**  **Daughter of Charity**  **Of St. Vincent de Paul 1802**  **Beatified: Nov. 9th, 2003**  **Feast Day: February 7th** |

**History**

Frederic Ozanam left his home in Lyon, France, in the autumn of 1831, for Paris. He registered in the school of Law at the Sorbonne, University of Paris. Frederic collaborated with Mr. Emmanuel Bailly, editor of the Tribune Catholique, in reviving a student organization that had been suspended during the revolutionary activity of July 1830. They called their new association “The Conference of History.” The group met on Saturdays to discuss various topics, everything but politics.

At one of their meetings, a student challenged Frederic and the practicing Catholics. He admitted that the Catholic Church had done much good work in the past, but “what do you do now?”

Frederic called for a meeting of five of his friends; they agreed to meet at Mr. Bailly’s office. The date was April 23, 1833, Frederic’s twentieth birthday. Inspired by their words, Frederic decided to found the “Conference of Charity” to assist the poor. Emmanuel Bailly, the married layman, was chosen by the six students as their first President. In a short time, they changed their name to The Society of St. Vincent de Paul in honor of their patron.

Frederic enlisted the help of Sister Rosalie Rendu, who had entered the Daughters of Charity at the age of 17. She took vows to serve God and the poor, and spent over 50 years living out those vows. She opened a free clinic, a pharmacy, a school, an orphanage, a childcare center, a home for the elderly and a youth club for young workers. She became known as the “Good Mother of All”, and helped [Frederic](https://www.vinnies.org.au/page/About/History/Founder_of_the_St_Vincent_de_Paul_Society/) and his friends do good works, which is how the St Vincent de Paul Society started.

The Society’s patron, St. Vincent de Paul, was a man of deep faith, keen intellect and enormous creativity, who became known as the ‘Apostle of Charity’ and ‘Father of the Poor’. He was founder of the Congregation of the Mission and the Daughters of Charity. He enlisted the help of St. Louise de Marillac, who was directed and inspired by Vincent’s spiritual leadership. She was Vincent’s collaborator in founding the Daughters of Charity and organizing hospitals, asylums for the orphaned, workshops for the unemployed and championing literacy for the uneducated.

**The Mission of the Society of St. Vincent de Paul**

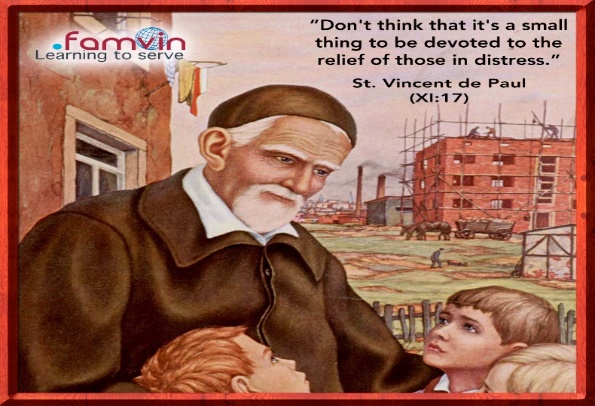
“A network of friends, inspired by Gospel values, growing in holiness and building a more just world through personal relationships with and service to people in need.”

**Who We Are**

Inspired by Gospel values, the Society of St. Vincent de Paul, a Catholic lay organization, leads women and men to join together to grow spiritually by offering person-to-person service to those who are needy and suffering in the tradition of its founder, Blessed Frédéric Ozanam, and patron, St. Vincent de Paul.

As a reflection of the whole family of God, members, who are known as Vincentians, are drawn from every ethnic and cultural background, age group, and economic level. Vincentians are united in an international society of charity by their spirit of poverty, humility and sharing, which is nourished by prayer and reflection, mutually supportive gatherings and adherence to a basic Rule.

Organized locally, Vincentians witness God's love by embracing all works of charity and justice. The Society collaborates with other people of good will in relieving need and addressing its causes, making no distinction in those served because, in them, Vincentians see the face of Christ.



**Services**

* Meet with our neighbors in need to provide them with food, gas and other necessities
* Visit our neighbors in their homes to assist them with special or urgent needs

**Programs**

* Angel Tree Christmas Program
* Bundle Sunday Clothing Drives

**Meetings**

* Conference meetings are normally held twice monthly on the second Wednesday and the fourth Thursday of each month, from 7 PM to 8:30 PM on Zoom or in-person.

**Development**

* There are various opportunities for fellowship, spiritual growth and development, such as the Ozanam Orientation (strongly recommended for all Vincentians), the Home Visit Training, Systemic Change Workshop and Officer and Spiritual Advisor Training.

**Annual Events**

* Bocce Ball Tournament
* Friends of the Poor Walk
* Knights of Columbus Golf Tournament

**2023 SVDP CONTACT LIST & SCHEDULE**

|  |  |  |  |
| --- | --- | --- | --- |
| **Monday**  **(5 PM to 6:30 PM)** | \***Maurine Jones (1x)** | (925) 639-2809 | [maurinej@hotmail.com](mailto:maurinej@hotmail.com) |
| \*Mark MacMahon (2x) | (925) 588-3393 | [mjmacmahon@hotmail.com](mailto:mjmacmahon@hotmail.com) |
| \*Allora MacMahon(2x) | (925) 324-1586 | [allora\_m@hotmail.com](mailto:allora_m@hotmail.com) |
| Cara Gavan (In Training) | (925) 286-3609 | cgavan@hotmail.com |
| Anne Sheldon (1x) | (925) 788-0988 | [sheldanna@aol.com](mailto:sheldanna@aol.com) |
| Dorothy Rupert (1x) | (925) 939-7423 | [dqueenrupert@gmail.com](mailto:dqueenrupert@gmail.com) |
| Theresa Gartner (1+x) | (925) 938-0471/ (925) 457-9022 | [taokelly23@gmail.com](mailto:taokelly23@gmail.com) |
| Isaac Mejia (2X) | (510) 846-7408 | Thor197306@gmail.com |
| Emiko Chavez (In Training) | (650) 619-5057 | reikai7273@gmail.com |
| **Tuesday**  **(6:30 or 7:00 pm)** | Darrell McClaughry (1x) | (925) 933-1147 | [dvmcclaughry@att.net](mailto:dvmcclaughry@att.net) |
| Claudia Ramirez (2x) | (925) 944-9747/ (510) 333-0425 | [c\_ramirez@msn.com](mailto:c_ramirez@msn.com) |
| \*Rob Palmer (2x) | (925) 336-0788 | rhpalm75@gmail.com |
| Barbara & Bill Farrenkopf (1X) | (925) 937-4797 | wefwc1@gmail.com |
| **\*Kathy Dasso (1X)** | (925) 457-4616 | katdas9@aol.com |
| \*Fernando Alvarez (2x) | (925) 395-7222 | ferjalvarezb@gmail.com |
| **Wednesday**  **(5 PM to 6:30 PM)** | **Peg Lemak (1x)** | (925) 932-3957/ (925) 980-2686 | [plemak@yahoo.com](mailto:plemak@yahoo.com) |
| Mary Danese (1x) | (925) 286-7667 | marydanese@icloud.com |
| Sue Banducci (2x) | (925) 934-8886/ (925) 788-0004 | [Sue.banducci@yahoo.com](mailto:Sue.banducci@yahoo.com) |
| Susan Dunn (1x) | (650) 868-9167 | [sdunrnp@aol.com](mailto:sdunrnp@aol.com) |
| Tammy Medlock (1x) | (510) 557-8212 | [tgmed7@gmail.com](mailto:tgmed7@gmail.com) |
|  |  |  |
| **Thursday**  **(5 PM to 6:30 PM)** | **\*Doris Snyder (2x)** | (925) 939-1363/ (925) 260-9034 | [dsnyder544@gmail.com](mailto:dsnyder544@gmail.com) |
| \*Kathy Dasso (1x) | (925) 457-4616 | [katdas9@aol.com](mailto:katdas9@aol.com) |
| \*Diane Wrobel (2x) | (925) 457-7096 | [dewrobel@gmail.com](mailto:dewrobel@gmail.com) |
| Terry Fleming (2x) | (925) 262-7697 | terry\_fleming@sbcglobal.net |
| Lynn Gardner | (925) 330-0406 | [lgardnercpa@aol.com](mailto:lgardnercpa@aol.com) |
| Joe Sullivan (1x) | (925) 954-8294 | joseph\_sullivan@hotmail.com |
| Lori Graham (1X) | (925) 683-3984 | [billor@comcast.net](mailto:billor@comcast.net) |
|  |  |  |

* **Code**:
* **Bold** – Schedule Leads
* L On leave
* \* Leadership Team Members

**Vincentians who will translate for Spanish speaking neighbors**

|  |  |  |
| --- | --- | --- |
| **Name** | **Phone Number** | **Email Address** |
| Doris Snyder  (As needed) | (925) 260-9034 | [dsnyder544@gmail.com](mailto:dsnyder544@gmail.com) |
| Isaac Mejia  (Mondays) | (510) 846-7408 | [thor197306@gmail.com](mailto:thor197306@gmail.com) |
| Fernando Alvarez  (Tuesdays/2 Wednesday/month) | (925) 395-7222 | [fernandoalvarezb@yahoo.com](mailto:fernandoalvarezb@yahoo.com) |
| Claudia Ramirez  (Tuesdays) | (510) 333-0 425 | [c\_ramirez@msn.com](mailto:c_ramirez@msn.com) |
| Joe Sullivan  (Thursday) | (925) 954-8294 | [joseph\_sullivan@hotmail.com](mailto:joseph_sullivan@hotmail.com) |
| Terry Fleming  (Thursdays) | (925) 262-7697 | [terry\_fleming@sbcglobal.net](mailto:terry_fleming@sbcglobal.net) |



**SVDP ST. JOHN VIANNEY CONFERENCE**

**OFFICE VISIT PROCEDURES**

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| **start_1** | **Getting Started………….** |

**There are some important first steps to becoming a Vincentian and getting ready to conduct office visits. They include:**

1. Complete the Safe Environment training and the Live Scan process to begin office visits.
   1. Safe Environment Training – log onto the online training through <http://www.virtusonline.org>. You will need to log on as a first-time user and select Diocese of Oakland. Then select St. John Vianney as your primary location as you complete the registration process.
   2. Live Scan Fingerprint Check – please contact Indira Pethebridge, 925-939-7911, extension 103 or email: [Indira@sjvianney.org](mailto:Indira@sjvianney.org) to get set up for this check.
2. Choose the day/night that you are able to participate in office visits. Hours vary by day, Mon/Wed/Thurs. 5 p.m. or Tues 6:30 or 7 p.m.
3. Shadow with various members to familiarize yourself with how we set up materials and conduct our office visits.
4. When you feel comfortable with conducting office visits, arrange to be placed on a schedule by contacting Maurine Jones at (925) 933-5576.
5. Once you have been placed on the schedule, we will provide you a name tag, keys and access to the Seattle Database.

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| Marking1 | **Preparing for Office Visits………** |

**Vincentian Availability & Scheduling**

* Your availability for office visit dates will be confirmed each quarter. If you need to make changes to your schedule for any reason, please arrange for your substitute.
* **Two Vincentians are always required for conducting office visits.** If one Vincentian has not arrived 15 minutes prior to the scheduled appointments, the one in the office should call the other person to make sure they are on their way. If you can’t reach them, contact another person from your assigned night to help.
* The weekly office visit appointment schedule will be set up and emailed to volunteers scheduled for that week by Monday at 2:30 pm. Be sure to look for the email, so you can have advance notice of who you will be meeting with.

**Researching Visitors:**

* Before arriving at the office, check the Seattle Database to review prior history and aid given to those you will be seeing, so you can pre-plan what types of assistance you may want to give.
* If you cannot research this beforehand, you can look up information on those scheduled using the laptop in the SVdP office.
* We will be phasing out paper copies in the filing cabinet, so you will need to access their records electronically from the Seattle Data Base.

**Gathering Materials Needed:**

* Plan to arrive 15 minutes prior to the office visits to prepare materials. It is critical that you not disturb the office staff or be in the office at the same time as them.
* There will be a bin for all supplies in the SVdP office on the shelf to the left of the French doors which includes clipboards, sign-in sheets, SVdP Assistance Request forms, pens, a thermometer (optional), Lysol spray and hand-sanitizer. Masks (child and adult-sizes) will be in the cabinet below the bin. Please note: one mask provided per visitor.
* Put together a clipboard with a pen, SVdP Assistance Request form for each family or visitor. These and the masks can be placed in the front office by the check-in counter at the front desk. The hand-sanitizer & sign-in sheet should be placed on the counter outside the check-in window.
* Take out the voucher book and sufficient food cards. Voucher books and the food cards can be found in the middle right-hand desk drawer in the SVdP office. They will be locked in the brown box. Combination is 211. You may place what you need in the top center drawer of the desk for easy access. (See Voucher Guidelines for more information.)
* Additionally, you can turn on the laptop (if needed) as well as the desk and room air-purifiers before you start your visits.

**SVDP OFFICE:**

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| A person sitting at a bar  Description automatically generated with low confidence | |
| Pictures of:   * SVdP Office * Guest Seating & Bin of Supplies | A picture containing text, indoor  Description automatically generated |

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| A computer on a table  Description automatically generated with medium confidence |
| New Equipment for Safety & Ease of Use:   * Laptop for accessing the Seattle Data Base * Sneeze guard * Vouchers/Food Cards in right-hand side middle desk drawer * Quiet air purifier on desk & in-between guest chairs |
| A picture containing indoor, seat  Description automatically generated |

**COMPUTER & AIR PURIFIER INSTRUCTIONS:**

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| **Chromebook** | **Location** | **Instructions** |
| *Chromebook has a touch screen, no mouse is needed.* | * Located on the top shelf of the cabinet to the right of the desk * You may move it to the front office for use if you’d like. * Please be sure to close the lid & return it to the cabinet shelf and plug it back it once done. * Please DO NOT turn it off. | * Open the lid. * The screen should automatically open to the Seattle Data Base log in page to log in. * If a blue screen comes up, touch the bottom left Chrome Icon once.      * A Google Page will display that has 4 icons in the middle of the page. Click the far-left icon for the Seattle Data Base      * This will bring you to the log-in page. Use your ID & Password to log-in. |

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| **Air Purifiers** | **Location** | **Instructions** |
| A picture containing graphical user interface  Description automatically generated | * Located in-between the guest chairs | * Press button on the top left (indicated with a red arrow) to turn it on or off. * Press the button to the right of the on/off button (indicated with a blue arrow) to the increase speed. |
|  | * Located on the right-hand side of desktop | * Press button on top to turn on & off. * Button will turn green when on and red when off. |

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| **svdp-we-help-people-facebook-428x224** | **Greeting our Neighbors at the Front Desk……….…** |

**Entry Into the Building:**

* The front door to the reception area of the office is to be kept locked. When a visitor arrives for their appointment, they will ring the doorbell. To unlock the door, press the small beige button under the check-in counter window in the front office. Continue to press the button until the individual or family enters the lobby.

A picture containing text

Description automatically generated

* The 2 doors to the office and the hallway to offices should also be kept locked.

**Greeting Our Neighbors in Need:**

* When the neighbor comes to the window, welcome them with a smile, ask how they are doing. You should then ask them their name to verify they are scheduled for an appointment. Have them sign-in on the sign-in sheet (giving us their name and phone number they can be reached at). Ask them to use the hand-sanitizer & give them a mask (if needed) before handing them a clipboard to take back with them to their car to fill out the SVdP Assistance Request form while they wait for us to call them to come in to speak with us. Indicate to them what section they should complete. (Show Form).
* As soon as one family is in the SVdP office for their visit, you can call the next family into the waiting room. You will then ask them to provide copies of their IDs and proof of address to be copied. That one family can now wait in the waiting room until their appointment. This will avoid having multiple families waiting in the waiting room at the same time.
* PLEASE NOTE: Use only your first name when addressing them. Do not give them your last name.

**Greeting our Neighbors at the Front Desk, Cont’d…**

**Identification Required:**

* Once they return to the office for their visit, collect the clipboard and their completed SVdP Assistance Request form along with their IDs and proof of address for all adult family members.

* IDs for adults can be a picture ID (CA or other state’s driver’s license or photo ID, Mexico or another country’s ID with photo). Proof of address for all adults (including adult children) should be a bill or correspondence that was received in the past 60 days that has the name, date & address on it. This proof of address should be a full original, not a phone copy.
* IDs for children should include a medical card.
* **Do not accept Social Security Cards as proof of ID**. All proof of IDs should be originals, however, we will accept ID copies on the phone for adult family members, provided you carefully read and write down the names, type of ID, ID number and expiration date on the SVdP Assistance Request form.
* **Assistance will only be given for those who have some form of ID and proof of address (for all adult family members)**. For instance, if someone states that there are 6 family members, including a spouse and 4 children and there is no ID and/or proof of address for the spouse and IDs for only 3 of the children, then no aid will be given for those 2 family members without ID and no aid given for adult family members with no proof of address.
* Make a copy of the ID & proof of residence and attach to the SVdP Assistance Request form and return original documents. Please be sure to put as many IDs and documents on as few pages as possible. For instance, you can group all family IDs on one page and proof of addresses on another.
* You may take the form and attached copies home with you to help you input the office visit record into the Seattle Database. The copies should be brought to the next conference meeting for collection.
* At the end of the evening, if someone doesn’t show up, list their name and mark “No Show” on the sign-in sheet and record in the database. (If the neighbor doesn’t show, refer to No Show policy for more instructions.)

**General Office Procedures:**

* One of the Vincentians should remain at the front desk while there are neighbors in the lobby. **Children should never be left unsupervised in the lobby**. They should go with their parents to the meeting room, or an adult member of the family should remain with them in their car.

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| 20150129_jesusmosaicfeature  *Strive to See Jesus in the Face of Those We Serve* | **Conducting Office Visits……………** |

**In the 15-minute appointments with our neighbors, we strive to help them feel comfortable, provide them with the assistance and resources they need, and touch their hearts with God’s love. Steps to meeting with them include:**

**Conducting the Office Visit:**

* One member will take the neighbor to the SVdP office for the visit. The other member will remain in the main office to call in the next family.
* Greet your visitor and make them feel comfortable. Introduce yourself (first name only). It’s helpful to remind them that you are a St. Vincent de Paul volunteer. Have them introduce themselves and any family members.
* Ask them how they are doing, why they have come to see us and what we can do to help them
* Inquire politely about their current job, income, other resources, and rent.
* Listen carefully to their needs and follow-up with any necessary questions. Ask them if they have Cal Fresh, and whether they know about the many resources that may be able to help them.
* Provide them with any information on resources they may need.
* As needed, provide them food cards and/or a gas or clothing voucher.
* If greater assistance is needed than food and gas, offer them a home visit. Home visits can be conducted at their home or in the office.
* Thank them for coming in and ask them if we can say a prayer with them before they leave. A prayer can include the Our Father, Hail Mary or a prayer from the heart.

**Housekeeping Tips:**

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| * Copies of resources are on top of the filing cabinet. * IF THERE ARE ONLY 1 or 2 COPIES, PLEASE MAKE 10 MORE COPIES TO REPLACE THE ONE YOU TAKE. * To ensure your safety, please make sure that all neighbors in the office are wearing their mask. * If a neighbor needs to use the restroom, there is one in the lobby that is available for our guests |  |

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| Seattle-SVDP-Vincent-image | **Resources…………………** |

**Here’s more information on tools & resources needed to assist our neighbors:**

* **Clip boards/SVdP Assistance Request form**
  + The neighbor fills out the top half and the photocopied IDs & proof of address are attached. (See form)
  + The Vincentian at the front desk fills in all identifying information: spouse’s name, children’s names; birthdates and types of ID.
  + The Vincentian who meets with them in the office should list the neighbor & spouse’s employment and monthly wage amount; SSI or SSDI amounts, Section 8 housing, or other aid neighbor receives; reason for requesting aid; and any other pertinent info in the Comments Section. Comments can be continued on the reverse side of the sheet if necessary.
  + **Action Taken -** The Vincentians should also complete the Action Taken section, listing assistance provided & amounts given. (See Sample SVdP Assistance Request form.)
* **Seattle Data Base –** The completed SVdP Assistance Request form and copies of IDs are used to input information into the Seattle Data Base. Please be sure to put as much information into the database as possible, as the sheets will be turned in at the next in-person conference meeting.
* **Food Cards & Vouchers -** these are in the right-side middle desk drawer in a locked metal box that contains food cards & a voucher book. Preparing for your neighbor, remove the voucher book and sufficient food cards for your first neighbor. Replace and lock the metal box when finished.
  + **NOTE: The cards in the plastic bag should be used last. When you need to use these, please notify Doris at (925) 260-9034 or** [**dsnyder544@gmail.com**](mailto:dsnyder544@gmail.com) **so she can order new food cards**. It takes a while to order & receive new cards, so this is very important in order that we don’t run out of cards.
  + **The combination to the box is 211.**
* **Filing Cabinet** – The filing cabinet will now be used to store Home Visit records only. They will be stored in alpha-order.
* **Resources Handouts**: Folders above the filing cabinet include copies of various handouts that can be given out on food, utility programs, free phones, and other services.
* **Other Resources:** We will no longer give out Subway cards, bus & BART tickets, or diapers.

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| **fredericko-3-300x244** | **Other Considerations………..** |

**Guidelines for Assistance Provided:**

* **At this time, the following guidelines for aid are: single person - $50; couple - $100; children - $50 each.** These amounts are in total & can be spread out over food & gas depending on what amount the neighbor wants for each item. **The total amount of aid cannot exceed $350 for food and gas.**
* **Do not share this formula** with the neighbor as it can change depending on how much we have available to give
* **NOTE: Gas vouchers can only be given if the neighbor has a valid driver’s license.** California I.D. cards look similar to driver licenses, so be sure to check that it is a driver’s license. The gas voucher must be carefully & completely filled out. (See Voucher Guidelines for examples.)

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| **key_PNG3378** | **Final Details………**  **Laptop-3** |

**Closing the SVdP Office:**

* If possible, record assistance given in the Seattle Data Base while in the office. If not possible, take the SVdP Assistance Request form and documents home and record in the data base **within 24 hours**. Bring the packet to the next in-person conference meeting.
* Return the voucher book and food cards to the metal box & lock it. Place it back in the right-side middle desk drawer.
* Return laptop to cupboard on the right-hand side of the desk and plug it in; place clip boards & other materials back in the bin.
* Make sure that there are enough copies of resources for the next group of volunteers.
* If desired, spray the rooms and general area with Lysol.
* Turn off all air purifiers, lights to the SVdP office and lock the SVdP door. SVdP office door must be pulled tightly to ensure it is locked.

**Closing the Building:**

* Put the wooden window protector against the window opening. **Do not** close the larger window protector or secure the latch.
* Turn out all the lights in the office, hallway & reception area. Make sure the doors to the office & hallway are locked.
* Check to see that there is no one in the front restroom.
* Be sure the front door to the reception area is locked (both locks) when you leave. Sometimes neighbors go out to their car while waiting to be seen and unlock the door so they can get back in without ringing the doorbell. Ensure that the top bolt lock on the main entrance door is locked.

**Documentation:**

* Complete a record in the Seattle Data base that documents the visit and assistance provided, either before you leave the office or within 24 hours of when you get home. (See Data Base Procedures for instructions.)
* Take the SVdP Assistance Request form(s) home with you. Complete all necessary documentation on the form & bring to the next meeting. (See sample completed SVdP Assistance Request form.)

**ST. VINCENT DE PAUL ASSISTANCE REQUEST**

Request Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

ADDRESS: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ Type of ID: \_\_\_\_\_ Exp Date: \_\_\_\_\_\_\_\_\_

How did you hear about us? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What assistance are you asking for? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Adults (#): \_\_\_\_\_\_\_\_ Children (#) \_\_\_\_\_\_\_ Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**TO BE FILLED OUT BY SVDP ONLY. List all adults and children below with Type of ID & Date of Birth:**

Adults/Adult Children: Children Under 18 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Action Taken: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

NFA: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ SVdP Representative’s Initials: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

CONFIDENTIALITY NOTICE:

We will not share this information with others outside of the St. Vincent de Paul Society unless it is required to be able to provide additional assistance to you.

**SVdP ST. JOHN VIANNEY CONFERENCE**

**HOME VISIT PROCEDURES**

|  |  |
| --- | --- |
| 20150129_jesusmosaicfeature  *Strive to See Jesus in the Face of Those We Serve* | **An Overview on Home Visits……** |

**Spiritual Growth Through Home Visits:**

* Vincentians want to grow spiritually. They show their faith through good works for others. Home Visits are the keystone of the Society – personal service to the needy, in their homes.
* Frederick Ozanam’s reasons for home visits – You are personally acquainted with the wants of those in need in a position to serve them – not from afar, but sincerely, intimately. You visit not as social workers, but as brothers and sisters, neighbors, friends, representatives of Christ. You may be transformed by the experience, touched by God’s grace.

**Spiritual Preparation for the Home Visit:**

* Always be friendly, welcoming, and supportive! Remember, you are representing our St. John Vianney church and the Society of St Vincent de Paul.
* Each team prays before a visit, putting them into the ‘Spirit’ of assisting others and asking for God’s assistance to do His will and His work for our neighbor in need, therefore, acknowledging Christ and the Holy Spirit’s assistance in the Home Visit.

**Why We Make Home Visits:**

* To see the face of Christ in the poor, meeting them where they live - in the convenience of their own home, dealing with them on a person-to-person basis, expediting assistance.
* Maybe they can’t leave work, need a babysitter, have no transportation. You’ll better understand the real situation, seeing need firsthand.
* Neighbors may be more comfortable at home or in our church office.
* You have more time with neighbors, have an opportunity to pray with them, and better protect their privacy.

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| http://4.bp.blogspot.com/-quJMIJb4ZDw/TkoB33yiOSI/AAAAAAAAHJk/2sFxUCNJDOY/s1600/visit+invite+welcome.jpg | **Preparing for a Home Visit………** |

**There are a few steps to complete each time before your home visits that will help you provide assistance to our neighbors in need. They include:**

**Setting up an Appointment:**

* If during the office visit, it is determined that additional aid is needed, the Vincentian will offer a home visit to the neighbor in need.
* If the neighbor agrees to a home visit, both the neighbor and the Vincentian will decide on a time and date to meet at the neighbor’s home.
* Since two Vincentians are always required for a home visit, the assistance of a second Vincentian will need to be arranged.

**Gathering Materials Needed:**

* A pink home visit budget sheet will be needed and can picked up from the office prior to the visit.
* The Home Visit voucher book should also be taken to the home visit, along with copies of any resource materials that may be helpful. The home visit voucher can be found in the second right-hand side desk drawer and the resource materials can be found online and in the office resource folders.
* Bring the initial SVdP Assistance Request form with your notes
* If desired, you can also bring food and toiletry items (toilet paper, paper towels, etc.) that you may have available at home to share. This is not required but is allowed and is in the spirit of our founders, who would bring meals and other items to their neighbors in need on their home visits.
* Also, bring a copy of the home visit prayers and a spirit of friendship and service.

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| **http://3.bp.blogspot.com/-q4e5b4tp4vE/T6PANm2vSKI/AAAAAAAAJtg/QEhHqceWAko/s1600/house.jpg** | **Home Visit 101………………** |

**Prayer Before the Visit:**

* Vincentians should always pray before entering the home or beginning the home visit in the office. (See sample Home Visit Prayers)

**Creating a Caring Relationship:**

* Introduce yourselves by first name only, being sure that you have your SVdP ID badge on. State that you are from the St. John Vianney conference of St. Vincent de Paul.
* As you are invited in by the neighbor, remind yourself that you are visitors in their home. Their home and living conditions may be quite different from yours. Try to find a quiet setting in the house to have your conversation.
* Be non-judgmental, accepting the person as is. Lifestyles and bad choices may impact decisions about how to help but should never impair our vision of the person as a child of God.
* Listen and be attentive of the neighbor’s story. Listen more than speak. Repeat back key words the neighbor used so they will feel heard. Many people are frustrated and have experienced unsympathetic people.
* The family you are visiting is under considerable stress. They may be facing eviction, cut-off utilities, or other stress. Maintain eye contact and show you are interested.
* Be observant and watch body language. Is there limited eye contact? Are there outward signs of domestic abuse or violence, drug, or alcohol abuse, etc.? This may give you clues as to what types of services you can refer them to.

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| **http://3.bp.blogspot.com/-q4e5b4tp4vE/T6PANm2vSKI/AAAAAAAAJtg/QEhHqceWAko/s1600/house.jpg** | **Home Visit Assessment of Needs………** |

**Developing Understanding & Assessing Needs:**

* Use the pink Home Visit Intake and Budget form to assess the resources and needs of the neighbor.
* Let them know that you will need to gather as much information as possible to best assess what we can help them with. Assure them that the information we gather will not be shared with outside agencies and will be kept confidential.
* Go through all sources of income (wages, SSI, SSDI, disability payments, alimony, etc.), all additional aid received (Cal Fresh, WIC, etc.), as well as all expenses. Ask to see current bills where help may be needed. You may make a copy of bills using your phone camera, but make no promises, other than that they will bring the needs to our conference for approval.
* If help is needed with a utility bill, if possible, call the utility from their home to explore options for payments and other programs.
* Wherever possible, create an environment of self-help. Highlight what they have done for themselves and encourage them to continue.
* Say a prayer with the family and thank them for meeting with us. Let them know that you will follow up with them as soon as possible.
* Do not discuss the visit outside the home where you could be overhead by neighbors.

**Special Note for Home Visits in the SVdP Office:**

* To assess the sources of income and expenses, you will need to ask them prior to the meeting to bring all necessary documents with them to the visit.
* Documents may include proof of income - check stubs or bank statement, copies of utility bills, SSI, SSD statements, lease agreement (if asking for rent assistance), all ID’s and proof of address, proof of crisis, medical bills if appropriate, shut-off notices, etc.
* Approval for assistance beyond gas and clothing up to **$250 must be given with one Leadership Team member’s concurrence; from $250 to a $500 limit** **must** **be approved by the majority of the Leadership Team. Approval for assistance beyond $500 must be approved by the conference whenever timing permits.**

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| **http://farm3.staticflickr.com/2457/3698734248_2aa710fc15_z.jpg** | **Next Steps………..** |

**Obtaining Approvals for Further Aid**:

* The next step after assessing the situation and determining what need may be required is to obtain approval from the conference for further assistance.
* Call the President to discuss the situation and your assessment of their needs.
* At the President’s direction, either conduct further research into resources or send an email to the Leadership Team (President, Vice President, Treasurer, Secretary, and Spiritual Advisors – marked with an asterisk on the SVdP Contact List and Schedule on page 6) to obtain advice, recommendations, and approvals for help.
* **For assistance beyond gas and clothing up to $250 -** one Leadership Team member must concur with the Home Visit team’s recommendation for assistance.
* **For assistance from $250 to a $500 –** at least 2 other Leadership Team members must concur with the Home Visit team’s recommendation
* **For assistance above $500** – review and approval, where possible, will be made by the conference. If the need is urgent and cannot wait until the next conference meeting, review and approval will be made by the Leadership Team and the Home Visit Team.
* Since the needs of the neighbor may be time critical, the Leadership Team will respond whenever possible within 24 hours to weigh in on the recommendations.

**Following Through on Aid Given:**

* Once approval is received, the Vincentian will request checks and provide all documentation to the Treasurer.
* It will be the responsibility of the Vincentians who have seen the neighbor to deliver checks to the landlord, utility companies, etc., and to obtain receipts for services given. The receipts will be forwarded to the Treasurer for record keeping purposes.
* Under no circumstances will checks be given out directly to the neighbor!!!
* The Vincentians who met with the neighbor will be responsible for any follow-up conversations and actions required.

**Record Keeping:**

* The Vincentians who met with the neighbor will also be responsible for completing all documentation in the Seattle Data Base in a timely manner.
* Records should be updated within 24 hours, so that the information is available to the conference as needed.

**HOME VISIT PRAYERS**

**PRAYER BEFORE A VISIT:**

Father, we ask you to provide all that we need as we do the work you have given us to do. Fill our hearts with your love, help us to listen with compassion and to speak with kindness and confidence.

Jesus, we pray for the grace to go without our preconceived judgments so that we can be true peacemakers. Stir in us the fire of your love and guide us with discernment. Fill our hearts with wisdom, generosity and kindness.

Holy Spirit, inspire us with joy and patience. Be at work in us so that we will bring good news to the downcast, healing to the brokenhearted, hope to the destitute, love and compassion to all who are suffering.

**PRAYER WITH THE FAMILY:**

God, our Father, thank you for this visit and the opportunity to meet with \_\_(Names)\_\_. Lord you know each of us. You knew us from the day we were born, you know our hearts, our needs, and everything about us. You told us that you will never leave us or forsake us. You ask us to seek, and ye shall find, knock and the door will be opened, ask and it shall be given. We are all asking today for each of our needs, some spoken and some in our hearts. And so we pray together: Our Father…

Please Lord, walk with us and give us your strength in our worries and difficulties. Amen.

**ALTERNATE PRAYERS WITH THE FAMILY:**

Lord, we thank you for the opportunity to spend this time together. Guide us all each day. Give us an awareness of your presence in our lives. We realize that our own strength is not always enough to get through some of the situations that this life brings. We call on God to strengthen us when our own strength fails. Holy Spirit, help us to see and walk the path that will lead to the resolution of these present needs and concerns. We know that we have your mercy and grace. We do not ask that you make life easy for us, but that our problems will not intimidate us. We do not expect success in every venture, but that when we fail, we can still go on with a fresh beginning. We ask this in the name of our Lord Jesus Christ. Amen

Let nothing disturb you. Let nothing frighten you. All things pass away. God never changes. Patience obtains all things. He who has God finds he lacks nothing. God alone suffices. Amen.

**PRAYER AFTER THE VISIT:**

Thank you, Lord, for all the blessings you have given us today. We ask you to continue to bless the ones we have visited, please inspire them to trust in you and come to you for their needs. We pray (names of each person and specific needs).We pray that our work may be continued by your Vincentian servants and completed by your trace, in the spirit of St. Vincent de Paul and Bl. Frederic Ozanam. Amen.

**PRAYER WITH THE FAMILY/ORACION CON LA FAMILIA:**

Dios nuestro Padre, gracias por esta visita y la oportunidad de conocer a la familia (Last Name/Apellido). Dios tú nos conoces a cada uno de nosotros.

Tú nos conociste desde el día que nacimos, tú conoces nuestros corazones, nuestras necesidades y todo acerca de nosotros. Tú nos dijiste que nunca nos dejarías o te olvidarías de nosotros. Tú nos dijiste que buscáramos y encontraríamos, que tocáramos y la puerta se iba abrir, preguntemos y se nos dará. Hoy nosotros te estamos pidiendo por cada una de nuestras necesidades, algunas han hablado y otras están en nuestro corazón.

**Ahora Rezamos Juntos**:

Padre Nuestro que estas en los cielos santificado sea tu nombre; venga a nosotros tu reino; hágase tu voluntad en la tierra como en el cielo.

Danos hoy nuestro pan de cada día; perdona nuestras ofensas, como también nosotros perdonamos a los que nos ofenden; no nos dejes caer en la tentación y líbranos del mal. Amen

Por favor Dios, camina con nosotros y danos tu fuerza en nuestras preocupaciones y dificultades. Amen

Nada te turbe, nada te espante. Todo se pasa, Dios no se muda, la paciencia todo lo alcanza. Quien a Dios tiene nada de falta; solo Dios basta. Amen.

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| **A picture containing vector graphics  Description automatically generated** | **Home Visit Mentoring Program** |

**Purpose:**

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| * To develop the skills and abilities of all Vincentians so that they have the expertise and comfort level to conduct home visits with our neighbors in need. |

**Process:**

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| 1. When you meet with a neighbor and find out they need more help beyond the food and gas provided during an office visit, you should offer to meet the neighbor in their home. 2. If they agree to a home visit, you should first ask the other Vincentian working with you that evening to join you. 3. If the other Vincentian is not available to join you **OR** if neither of you are experienced with home visits, follow the steps below: | | | |
| * If you would like a Mentor to join you | * Contact Vincentians on the Mentor List either by phone or email to ask for assistance. |
| * If you are a Home Visit Mentor | * Contact a Vincentian that needs more experience in Home Visits. * When it makes sense to ask a 3rd Vincentian that needs experience to shadow the team, you may contact another Vincentian who needs more experience to join you. * You should always ask the neighbor if they are ok with having 3 Vincentians come to the home visit, as they may not be comfortable with having 3 or may not have the room to accommodate 3 Vincentians. |

**HOME VISIT MENTOR LIST**

|  |  |  |
| --- | --- | --- |
| **HOME VISIT MENTORS** | **CONTACT INFORMATION** | **AVAILABILITY/AREAS OF EXPERTISE** |
| Sue Banducci | (925) 934-8886/788-0004  sue.banducci@yahoo.com | Home Visits |
| Kathy Dasso | (925) 457-4616  katdas9@aol.com | Most afternoons Mon-Sunday until 5 pm/**Seasons of Sharing, PG&E programs, Rental Requests** |
| Maurine Jones | (925) 933-5576  maurinej@hotmail.com | Most days, Rental Requests |
| Mark MacMahon | (925) 588-3393  mjmacmahon@hotmail.com | **Seasons of Sharing, Rental Requests** |
| Claudia Ramirez | (510) 333-0425  c\_ramirez@msn.com | Weekday evenings, weekends/**Speaks Spanish** |
| Doris Snyder | (925) 260-9034  dsnyder544@gmail.com | **Speaks Spanish, Rental Requests** |
| Rob Palmer | (925) 336-0788  rhpalm75@gmail.com | **Rental Requests** |
| Diane Wrobel | (925) 457-7096  [dewrobel@gmail.com](mailto:dewrobel@gmail.com) | **Rental Requests** |

**LIST OF VINCENTIANS THAT WOULD LIKE MENTORING FOR HOME VISITS**

|  |  |  |
| --- | --- | --- |
| **VINCENTIANS** | **CONTACT INFORMATION** | **AVAILABILITY/AREAS OF EXPERTISE** |
| Cara Gavan | (925) 286-3609  cgavan@hotmail.com |  |
| Joe Sullivan | (925) 954-8294  joseph\_sullivan@hotmail.com | Speaks Spanish |
| Anne Sheldon | ((25) 788-0988  sheldanna@gmail.com |  |
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**ST. VINCENT DE PAUL STORES VOUCHER POLICY**

**GENERAL: “**If in doubt, err on the side to benefit the neighbor”

1. Separate vouchers must be written for clothing and household/furniture goods.
2. Household or Furniture vouchers require a home visit and special authorization.
3. Neighbor must be able to show the same valid ID at the store that was noted on the voucher. Altered vouchers will not be accepted.
4. Vouchers are valid for two weeks and can be redeemed daily until one hour prior to store closing. Note: the Pittsburg store is closed on Sundays.
5. Clients may receive vouchers for free clothing only once every three months. Any exception would be at the discretion of the referring Conference.
6. If the staff suspects that a client is abusing a voucher, they may hold that voucher until they can verify the information with the conference.

The following are policies per category:

**A. CLOTHING VOUCHERS**

1. Clothing is free for Conferences, but members should use this benefit prudently.
2. Neighbors have access to ALL clothing regardless of name brand or type.
3. “One or two changes of clothing” include pants and shirt or dress for adults or children. 1 coat and 1 pair of shoes/adult or child can also be listed at ‘No-Cost’.
4. ‘No Cost’ Vouchers for clothing **should not** show a dollar amount. If you enter “N/A” in the $ amount section there is no charge to the conference. If you incorrectly list a $ amount, then the conference will be charged for 50% of the $ amount listed.
5. Any additional clothing beyond 1-2 changes of clothing, such as interview clothing must be paid for separately by the conference and will require an additional voucher with the cost listed.
6. Number of adults and/or children should be specified on the voucher.
7. Please note, even though the clothing is offered at ‘No-Cost’, the ‘in-kind’ amount must be entered in the data base. The ‘in-kind’ dollar amount is $10 per change of clothing, $8 for a jacket, $5 for a pair of children's shoes and $10 for a pair of adult's shoes.

**B. HOUSEHOLD/FURNITURE VOUCHERS** **(REQUIRES HOME VISIT For items over $100)**

1. Vouchers will be hon ored for only the items listed. List all items and a maximum dollar value. For example, a complete bed would be a mattress and box spring. The store does not sell frames. The neighbor should first present the voucher to the store staff so that staff can work with him/her.
2. The Conference receives a 50% discount on items that are considered necessary with the exception of mattresses & box springs. This includes most furniture, houseware items and bedding. Items not considered necessary (i.e. TVs, radios, musical instruments or newly purchased items) will be charged to the Conference at the store price.
3. Conferences may take advantage of sale items. Cost to the Conference will be at sale or discount price whichever savings is greater.
4. Voucher amount listed should be what the neighbor will be rung up for at the point of sale. Note that the conference will be invoiced for 50% of that charge noting the exceptions in item 2 above.



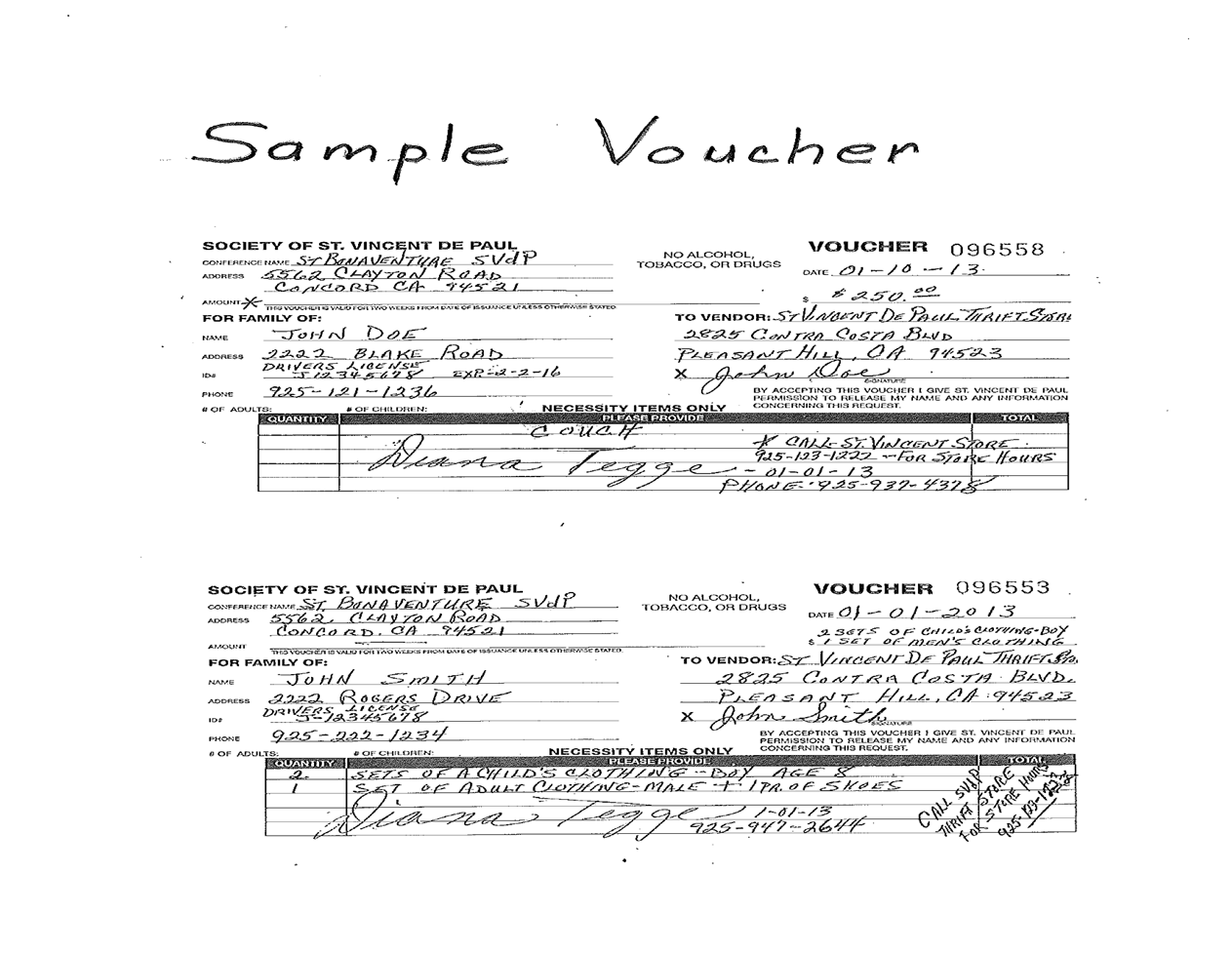
**INSTRUCTIONS TO WRITE A STORE VOUCHER**

1. Vouchers must be filled out completely! Conference members must sign (or initial) the voucher at the bottom of the document in the “necessity items only” section beneath the list of authorized items for the voucher. Conference members must also date the voucher.
2. Complete the conference information on the top left of the voucher if it is not already pre-stamped with the SJV conference information.
3. Write out a dollar amount or N/A (e.g., One hundred dollars) as well as a number $100.00 unless it is for a change of clothes then N/A can be written in both sections.
4. Vouchers for clothing should not show a dollar amount as the neighbor may think they are entitled to receive the total dollar value listed.
5. Fill out Neighbor information including ID information.
6. Fill out Vendor information SVdP Thrift Store or St. Vincent de Paul Thrift Store. A specific store location does not need to be referenced but can be. Vouchers are valid at all stores, regardless.
7. Leave signature line blank. This is where the client will sign when they redeem the voucher.
8. Fill out the quantity and description (e.g., 2 - sets of clothes for two children). Clothing vouchers do not need a dollar amount, furniture, housewares, bedding etc. do.
9. Conference member should sign or initial below the last item at the bottom of the voucher.
10. **Separate vouchers should be used for clothing versus other items (i.e., furniture, housewares). Home Visit required for furniture items over $100.**

**SPECIAL INSTRUCTIONS FOR WRITING A GAS VOUCHER**

1. Write out a dollar amount (e.g*., twenty dollars*) as well as a number. In the attached example, the amount of $20.00 is used.
2. At the **X** (signature line) sign St. Vincent de Paul and conference member’s initials.
3. In the bottom section, under Quantity put **1** and then **Gas not to exceed $20.00** (or whatever amount of gas that you are giving).

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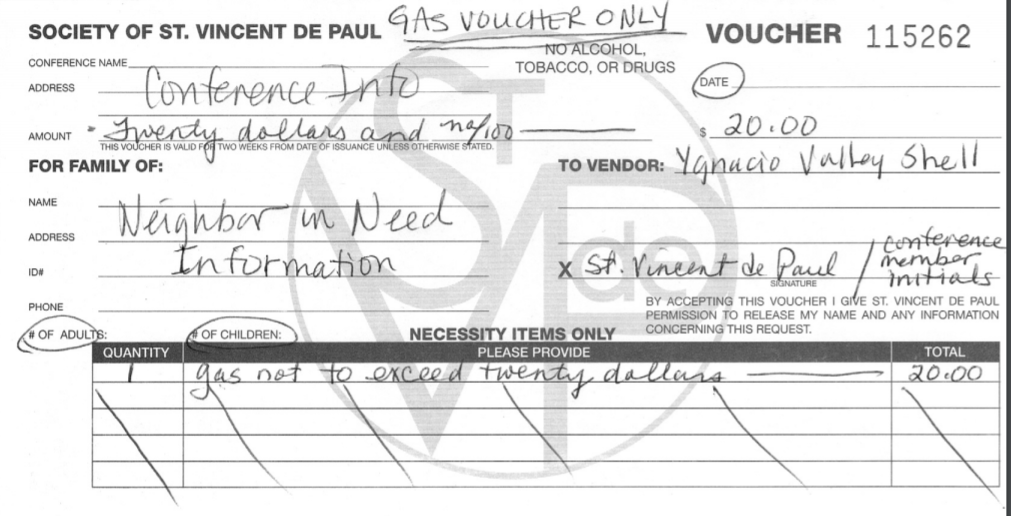
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**SAMPLE VOUCHERS**

**VOUCHER FOR CLOTHES, SHOES:**

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**VOUCHER FOR GAS:**

**VOUCHER FOR FURNITURE & HOUSEHOLD ITEMS (REQUIRES HOME VISIT for furniture items over $100):**

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**\***Please note that the stores do not sell bed frames.



**NO SHOW POLICY AND PROCEDURES**

**First Missed Appointment**

In the event that a neighbor in need does not show up for an appointment, they should be called to find out how they are doing and why they missed their scheduled appointment. The Vincentian will also help them to understand that when they miss an appointment and don’t let us know in time to schedule someone else in their place, it means that another needy person is denied an opportunity to see us. No ‘No-Show’ letter will be issued.

**Second Missed Appointment**

In the event that a neighbor in need misses a second appointment within a 3-6-month period of time, they should be called to see why they have missed a second appointment. As a result, you may decide to put them on NFA (No Further Aid) for a period of 3 to 6 months.

The decision as to whether they are placed on NFA (No Further Aid) will be based on the circumstances of their missed appointments and the judgement of the Vincentians involved. Alternatives include:

* NO NFA - In some circumstances, we may find that the person has missed 2 appointments for no fault of their own. For instance, we may find that they or a child were seriously ill or hospitalized and could not call within 24 hours, or they are having difficulty getting a ride to the office. In these special cases, they may be offered a home visit.
* 3 Months NFA - If they simply forgot or do not call to let us know why they couldn’t make it, we will put them on 3 months NFA from the date of their last missed appointment.
* 6 Months NFA - If they simply forgot or do not have a good excuse for why they missed **and** have had more than 2 no-shows within the past year, we will put them on 6 months NFA. The 6 months will be from the date of their last missed appointment.
* The Vincentian will make a record in the notes section at the top of the neighbor’s record in the Seattle Data Base to show that they have been called and that they are on the NFA list until a specific date. List the date that they can return.

# **The Dentists on Wheels Pittsburg Free Dental Clinic at**

# **St. Vincent de Paul**

The Dentist on Wheels Pittsburg Free Dental Clinic at St. Vincent de Paul opened in September 2021 – offering free dental care for Contra Costa residents without dental insurance. A collaboration between Dentists on Wheels (DOW) and St. Vincent de Paul of Contra Costa County (SVdP), the free dental clinic addresses the problem of dental pain and suffering experienced by residents in Contra Costa County who have no dental insurance. The 3-chair free dental clinic treats patients and helps people in need in the county to resolve their dental pain. All the dental equipment and furnishings have been donated to the free clinic. Shab Farzaneh, founder of Dentists on Wheels saw a community need and was moved to provide a solution.

The clinic, staffed by volunteer dentists, can treat most patients’ needs, from screenings, cleanings and check-ups to fillings, crowns, extractions and dentures. For many patients, there is a direct link between poverty and a lack of dental insurance and receiving dental care would normally be out of reach for low-income residents. Tooth pain and other dental issues can cause a massive drop in quality of life for those suffering. A broadening problem in low-income communities is the usage of extraction to solve tooth pain, as it is an inexpensive means of addressing the pain. This can create many long-term issues that can profoundly impact the patient’s quality of life. By providing free, accessible preventative care and restorative procedures, the free dental clinic will lessen the number of extractions happening in Contra Costa County and keep the county smiling.

**About Dentists on Wheels**

DOW was founded to address the growing problem of dental issues in the impoverished community in and around Contra Costa and Alameda Counties. DOW provides dental hygienists, dental assistants, dentists, dental specialists, and various stakeholders with the opportunity to assist in the mission of providing accessible dental care to underserved communities. DOW recognizes that there are multiple barriers that can exist preventing a patient from seeking dental care. DOW is committed to breaking down barriers for patients without financial means, with dental phobias or religious concerns such that the population currently defined as vulnerable, and underserved can find quality dental services at DOW.

**About St. Vincent de Paul of Contra Costa County**

St. Vincent de Paul of Contra Costa County has provided safety-net services in the county for over 57 years, service 180,000 people annually and distributing over $1M of direct financial assistance and over $1.7M of in-kind aid. More than 750 SVdP volunteers and a small staff lead operations in Contra Costa including the SVdP Family Resource Center in Pittsburg, 29 branches, and 3 Thrift Stores. All donations to and services provided by St. Vincent de Paul of Contra Costa County remain in Contra Costa to benefit individuals and families in need locally. One of the largest charitable organizations in the world, St. Vincent de Paul is an international, nonprofit, Catholic lay organization of more than 900,000 men and women who voluntarily join together to grow spiritually by offering person-to-person service to the needy and suffering in 155 countries on five continents.

To learn more, give us a call at (925)- 439- 5060 or send an email to [**info@svdp-cc.org**](mailto:info@svdp-cc.org)

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Psalm 113:7-8

‘*He raises the poor from the dust, and lifts the needy from the ash heap, to make them sit with princes, with the princes of his people.’*

Jesus came to heal the wound of the dehumanized poor, even to heal the wound of death. This is why he is found in the face of the destitute. We must see his face there or we will never see the whole Christ, nor will our discipleship ever be whole-hearted. In this realm, he calls us to labor with him in the mission of healing through justice, compassion, our professional lives, and our direct service…His face is our own, our frail personhood, our wonderous heart, and our passion for truth. His spirit stirs in our every vulnerable act of faith, our every tenuous hope, our every bold love. His face is even in the voiceless, whose only yes is the movement of a toe. The totality is the issue: poverty in all of its presentations, in all of its faces, is the appearance of the face of Jesus.

From Faces of Poverty, Faces of Christ - John Kavanaugh, SJ

“If you are healthy and rich, alleviate the need of the one who is sick and poor; if you have not fallen, help the one who has fallen and lives in suffering; if you are happy, console the one who is sad; if you are fortunate, help the one who has been bitten by misfortune.”

St. Gregory of Nazianzus

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