



Guidelines for Home Visits and SVDP Team Interaction

1. Spirituality
 - a. Pray prior to entering client residence
 - b. Pray after leaving client residence
 - c. Pray for wisdom and guidance in helping this client
2. Confidentiality
 - a. Home visits are confidential
 - b. SVDP meetings are confidential
 - c. Keep contacts outside of meetings confidential
3. Safety
 - a. Know where you are going
 - b. Make an appointment to visit – if that appointment was arranged several days prior to going, call before arriving
 - c. ALWAYS go with another SVDP member
 - d. Observe surroundings and if possible go during daylight
4. Be humble and respectful
 - a. You are a guest
 - b. You are not there to “fix” them
 - c. Can you see Christ in that person?
 - d. You will need to assess their situation in order to help; DO NOT JUDGE
 - e. Picture the person sitting in the meeting, imagine that they are listening to your report of their case
5. Obtain information necessary to help in a spiritually sensitive manner
 - a. You may know some advice – this may not be the time to push it
 - b. Greet in a honest and respectful manner
 - i. Asking for help is usually embarrassing
 - ii. The gap in financial status between you and your client may be great
 - c. Ask general open ended questions first, get pertinent information and then obtain other information
 - i. Refer to the intake sheet as a question rather than an assumption
 - “I understand you may be having some trouble with your rent this month – is that right?”
 - “Mr. or Ms. X said that you need some help – can you tell me more about that?”
 - ii. Allow the client to finish their initial story if at all possible – do not interrupt
 - iii. State that there are some things that you might need to know or take copies of in order to help and ask if you can have that information

- “Would it be okay if we talked with your landlord about your rent and late fees?”
 - Can I see your lease agreement?
 - iv. Don’t be so concerned with getting all of the details – this is not an interrogation.
 - v. Include therapeutic statements as you obtain information – be truthful
 - “This must be very hard for you to go through now after being so independent for so long.”
 - “Many people have difficult times once in a while, it doesn’t mean you did anything wrong.”
 - vi. Ask for permission to contact further if more information is needed to help.
 - vii. Close home visit with plan for follow-up
 - Confirm best contact time and number
 - Promise only what you are going to do
 - Keep client in loop on developments
 - Let client know when to expect an answer from the conference
6. Approaches to difficult scenarios
- a. Client talks too much
 - i. Gently interrupt when possible to redirect the time
 - “This is an important issue for you, but we will need to be leaving in the next 10 minutes – let’s see if we can get a handle on this one issue (x) and then we can address that first as the most pressing”
 - If the client is a talker on the phone, state in advance how much time you will have for the home visit
 - b. Client’s needs are overwhelming (undocumented immigrant, no source of income, about to be evicted, disability or illness preventing work)
 - i. Assess situation as best you can
 - ii. Restate for client what you have heard
 - iii. Address the process by which the Society handles each case
 - iv. Explain the guidelines of how the financial support from SVDP is limited. This usually means that we cannot help more than (e.g.) \$X amount. Address root of the problem (poor planning, abusive relationship, childcare needs, job skills, health, work performance, etc.)