

The vigilant volunteer team tool box



Office municipal
d'habitation
de Montréal

VIGILANCE PROGRAM REGISTRATION FORM



Name: _____ Apt.: _____

Telephone: _____

Contact person: _____ Tel.: _____

Relationship with participant: _____

Does he have the key to your apartment? YES NO

If I must be absent, I undertake to communicate with the volunteer on my floor or inform the vigilance team leader.

I am aware that failing to remove my door hanger before the agreed time for the round will lead to a certain number of checks being made (see the procedure)

If my phone line is constantly busy within the time that the call is supposed to be made, I authorise the vigilance team leader to communicate with the telephone provider to verify if there is a conversation in progress on my line.

If this verification does not clarify the situation regarding the fact that the phone is not being answered, I authorise the competent individuals to go into the apartment and do a visual verification and to help me if necessary.

I have read and understand the rights and responsibilities of the participant and I accept them.

Date

Signature

VIGILANT VOLUNTEER'S COMMITMENT FORM



Name: _____ Apt.: _____

Telephone: _____

Floor(s) for your rounds: _____

The vigilant volunteer agrees to make vigilance rounds on the floors determined by the team and to participate in one follow-up meeting every three months or when necessary.

The vigilant volunteer agrees to advise his team leader when he is unable to make his rounds.

The vigilant volunteer undertakes to respect the confidentiality, intimacy and privacy of the participants.

I have read and understand the rights and responsibilities of the volunteer and I accept them.

Date

Signature

CALLS TO THE EMERGENCY SERVICES



The information you have to give the emergency services when you call them.

- **Your name:** _____

- **Title and explanation:**
I am the head of the vigilance team of residence

(name of residence) : _____

The vigilance system works as follows: each participant hangs a doorknob hanger on their door in the evening and removes it in the morning before the volunteers make their rounds.

- **The reason for your call:**

This morning during the _____ (time) round, we found a door hanger still hanging on the door handle.

We knocked on the door and there was no answer.

We called later at _____ (time) and there was still no answer.

We called the tenant's contact person (name and relationship).

(time – person reached or not) _____

- **The address of the residence:** _____

- **Other information**

Tenant's health problems that you know about:

TABLE OF ROUNDS FOR THE VIGILANT VOLUNTEERS



Month of: _____

Floor: _____

Name	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday

Month of: _____

Floor: _____

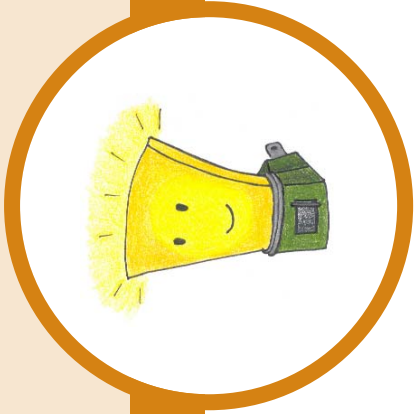
Name	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday

Month of: _____

Floor: _____

Name	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday

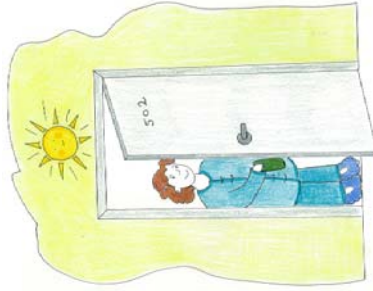
THE FUNCTIONING OF THE VIGILANCE PROGRAM



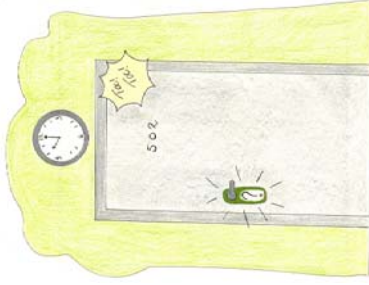
1. You register!
2. You obtain a door hanger.



3. You hang it on your door every evening.



4. You remove it every morning.



5. If your door hanger is not removed during the morning round, the vigilant volunteer knocks on your door.



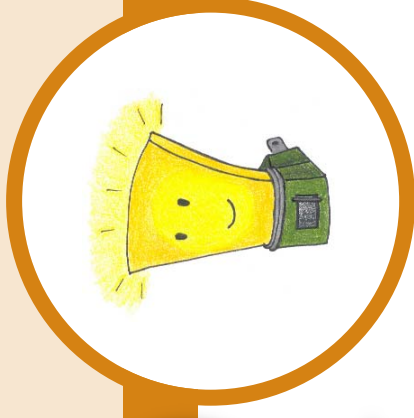
6. The vigilant volunteer will make sure that you are okay.



7. If you do not answer the door: we set off the procedure for situations which give cause for concern.



You did not answer your door when the vigilance volunteer came back and knocked on it.



8. Procedure to be followed by volunteer team when there is cause for concern.

8.1 The vigilance team leader calls your home.



8.2 He calls your contact person.



8.3 Accompanied by another person, he tries to do a visual check of your apartment.



8.4 If it is **impossible** to find out if you are okay, the vigilance team leader calls 911.



8.5 He then informs the OMHM call centre that he has communicated with the emergency services.

