

## WHEN CONTACTING A DAUGHTER REGARDING NON-PAYMENT OF DUES

The chapter is the foundation stone of our Order. It is preferable that the chapter president or her designee be the one to contact daughters who are delinquent in paying their national dues. DALs should be contacted by the diocesan DAL chair or diocesan president. Be familiar with how the national dues are used. Remember we are not permitted to raise funds in the name of The Order and so our dues are necessary to conduct the business of The Order. \$5 of each member's annual dues is disbursed to the Province and \$10 per member is disbursed to the diocese. The remainder is used to pay for our national office, staff and other expenditures for the good of the order.

Every effort should be made to make personal contact via telephone or in person. Before you dial the phone or meet, pray. Ask a at least one Daughter to pray during the time you in contact with her. When making contact strive to engage her in friendly conversation asking about her well-being, etc. Remember sometimes a Daughter has lost contact with her chapter or feels isolated because she is not able to attend meetings or is homebound or living in a new environment such as retirement community, personal care facility, etc. She may be pleased to have someone from The Order contact her.

Be gentle and tactful when talking about her dues status. At a convenient time, you may want to state something like:

"It has come to my attention (as chapter or diocesan president, membership or DAL chair) that you have not paid your national dues. "

"Can you tell me why?" or "would you share with me your reason why?"

If she has difficulty with online payments or isn't sure how to pay by check, offer assistance.

If she reveals she is not able to pay due to financial difficulties, then share with her options such as help from chapter, her church, diocese, province and finally national. Again, this can be delicate as finances are personal and can be embarrassing to discuss.

You may find that financial concerns are not the issue. She may be unhappy with her chapter; how the meetings are conducted or the day and time of the meetings. She may lack transportation to attend meetings. She may be unhappy with the priest at the church her chapter is located. Perhaps she doesn't feel welcome in the group or believes they are not spiritual enough or are too spiritual. Give her time to talk. You may not be able to resolve all her issues but you can listen. Remind her we are a community and her sisters in Christ care about her.

Finally end the conversation with prayer. Ask her to pray for The Order and our mission to expand Christ's Kingdom and offer to pray for her.