



Stormont ♦ Dundas ♦ Glengarry ♦ Akwesasne

Victim Services of S. D. G. & A.

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Dear Potential Volunteer,

Thank you for your interest in becoming a Victim Services Volunteer. Included in this package are the following documents:

- 1) Information Handouts
- 2) Volunteer Application
- 3) A checklist to help you ensure that you have completed all the necessary steps to become a Victim Services volunteer

Please carefully read all documents and fill out the application form. You can drop off, fax, mail or e-mail your completed application form and someone will call you to set up an interview. Interviews will take place as application forms are received. Please bring all the other necessary documents when you come for your interview. The interview is an opportunity for you to learn more about the program, address any concerns you may have, determine if this is really the volunteer opportunity you would like to pursue and to assess your suitability for the Victim Services program. Once the interview process is complete you will be able to begin the online training!

We thank you in advance for your interest. We are looking forward to meeting you soon and getting to know you better.

Victim Services of Stormont, Dundas, Glengarry and Akwesasne

Overview

As a Volunteer Crisis Responder, you will work as part of a crisis team. Victim Services of S. D. G. & A. is a program that responds to the emotional and practical needs of individuals who have experienced a crime or tragic circumstance. Referrals are made to Victim Services from local police services as well as community agencies. Victim Services Crisis Responders provide immediate and onsite direct service to individuals with the intent to help lessen the impact of victimization. This may include: supportive listening, helping a person to prioritize needs, providing accompaniment to an emergency shelter or hospital, making phone calls or helping to secure the premises. Volunteer Crisis Responders also ensure that information about community agencies and service providers including long-term services is made to victims.

As a Volunteer Crisis Responder you will have an opportunity to:

- Be there for someone in a time of crisis
- Offer a safe and comforting presence
- Provide practical assistance
- Learn more about resources in the community
- Assist police and emergency personnel by ensuring that the person's emotional and practical needs are being met so they can focus on their other front-line duties
- Gain crisis intervention skills
- Be a part of a dedicated team in your community that is making a difference!

Orientation & Training

All Victim Services Volunteer Crisis Responder applicants must complete the Victim Services training. The training will help you prepare for the complex situations you may encounter in your volunteer work with Victim Services. The training includes a 35 hour online component which you will have 45 days to complete, followed by 16 hours of in-class training. The training will be participatory and includes handouts, community agency presentations, group discussions, videos and role-play activities. The following topics will be covered but not limited to:

- What is a Crisis Intervention Volunteer
- Principles and Ethics of Helping
- Communication/Listening Skills
- Trauma and Crisis Intervention
- Partner Abuse
- Safety Planning
- Elder Abuse
- Sexual Assault
- Property Related Crimes
- Suicide Awareness

- Death, Grief and Bereavement
- Multi-Casualty Occurrences, Vehicle Collisions, Fire
- Fraud and Identity Theft
- Hate Crimes and Bullying
- Human Trafficking
- Accessibility for Ontarians with Disabilities Act, 2005
- Criminal Justice System
- Victim Quick Response Program
- Self-Care
- Community Resources
- Police Roles, Volunteer Roles, Responsibilities & Procedures

Ongoing Training

In addition to the training, you will be required to attend regular support meetings. These meetings will provide Volunteer Crisis Responders with an opportunity for ongoing learning, to share ideas and skills, to learn from each other's experiences and to have fun as a member of the team!

We make a living by what we do, but we make a life by what we give. ~ Winston Churchill

*Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment,
or the smallest act of caring, all of which have the potential to turn a life around. ~Leo Buscaglia*

Victim Services of S. D. G. & A. is committed to recruiting volunteers who understand the uniqueness of our communities. Our comprehensive screening and training program ensures that the people to whom we provide support are assisted with dignity, respect, compassion and empathy from knowledgeable, trained and caring Volunteer Responders. Thank you for taking the time to read about the Victim Services program. We look forward to hearing from you!

**Victim Services of
Stormont, Dundas, Glengarry and Akwesasne**

Volunteer Application Form

GENERAL INFORMATION

Name: _____

Address: _____

City/Town: _____

Postal Code: _____

Home Tel: _____

Work Tel: _____

Cell Phone: _____

E-Mail: _____

Best time to call: _____

Language(s) Spoken:

How did you hear about Victim Services of S. D. G. & A.?

Why you are interested in volunteering with Victim Services of S. D. G. & A.?

Why do you think you would be a great Volunteer Crisis Responder?

BACKGROUND

Education:

Highest level of education completed (please circle)

Grade School 5, 6, 7, 8

High School 9, 10, 11, 12, 13, OAC

College 1, 2, 3, 4

University 1, 2, 3, 4, 5+

Area of Concentration: _____

Other relevant training (CPR, Workshops):

Employment:

Present or last Employer : _____

Position/Title: _____

Duties: _____

Date of employment: from: _____ to: _____

Reason(s) for leaving: _____

Previous Employer: _____

Position/Title: _____

Duties: _____

Date of employment from: _____ to: _____

Reason(s) for leaving: _____

VOLUNTEER/COMMUNITY INVOLVEMENT

Present or previous Volunteer/Community experience (please state where, when, how long and a brief description of your responsibilities):

Special Skills/Training received:

AVAILABILITY

VICTIM SERVICES requires a minimum of 35 hours online and 16 hours in-class of mandatory training for all Victim Crisis Assistance Volunteers.

Are you willing to commit to on-going volunteer training as deemed necessary? Yes No

VICTIM SERVICES is a 24 hour, 7 days per week service. We ask Volunteer Crisis Responders for a one year commitment to the program.

-Are you able to commit to the program for one Year? Yes No

-Can you commit to being on a team and providing a minimum of 30 on call hours per month? Yes No

Please let us know which hours you would prefer to be on call. Please check all that apply.

Note: Your choice is not permanent. You are not expected to always be available. Shift selection is flexible to the volunteer's availability.

Days Evenings Nights Weekends Weekdays Anytime

OTHER

Are you over the age of 19? Yes No

Do you have a valid driver's license? Yes No

Do you have regular access to a vehicle? Yes No

Our volunteers must maintain a minimum of \$1,000,000 liability insurance (\$2,000,000 recommended) on their vehicle. Do you have the minimum insurance? Yes No

Are you able to work with confidential information? Yes No

Would you object to a Police Check? Yes No

If yes, please state why? _____

Have you ever been convicted of a criminal offence in which a pardon has not been granted? Yes No

If yes, please explain the circumstances: _____

Note: You cannot volunteer for VICTIM SERVICES if you have been victimized in the past year. You cannot volunteer for VICTIM SERVICES if you have anything before the courts.

REFERENCES

Please include one family member, one professional reference such as your employer, previous employer, volunteer manager or teacher and one character reference such as a close personal friend, a physician, a clergy, a social worker, a police officer or other. You must have known all references for at least 3 years. We recommend that you ask your references if you can use them as a reference before you submit their names.

Reference # 1 (Family):

Name: _____
Address: _____
Daytime Phone: _____
Evening Phone: _____
Relationship to you: _____

Reference # 2 (Character-not family)

Name: _____
Address: _____
Daytime Phone: _____
Evening Phone: _____
Relationship to you: _____

Reference # 3 (Professional/Employment related)

Name: _____
Address: _____
Daytime Phone: _____
Evening Phone: _____
Relationship to you: _____

I, _____ (please print name), certify, that this application is accurate and true to the best of my knowledge and I understand that knowingly falsifying information in this application is grounds for dismissal as a Volunteer Crisis Responder for VICTIM SERVICES of S.D.G. and A.

Signature: _____ Date: _____

Note:

- All volunteers will be subject to a criminal background check.
- An applicant's employment and/or educational background may be subject to verification.
- Volunteer training attendance does not in itself guarantee acceptance into the Volunteer Program.

All sections of this application form must be completed to be considered for an interview. Thank you for your interest in VICTIM SERVICES.

Victim Services Volunteer Crisis Responder Position Description Stormont, Dundas & Glengarry

Position Summary

Victim Services Volunteer Responders work as part of a crisis team. Volunteer Responders provide immediate and on-site direct service to individuals with the intent to help lessen the impact of victimization. This may include but is not limited to: supportive listening, helping a person to prioritize needs, providing accompaniment to an emergency shelter or hospital, making phone calls or helping to secure premises. Volunteer Responders also ensure information about long-term services is made available to victims.

Direct Service Goals and Responsibilities

- Respond immediately to requests for victim assistance from police officers by attending on-site or at an alternate safe site.
- Provide emotional support including answering questions and providing information that helps to lessen the impact of the crisis for the victim.
- Provide practical assistance as needed. This may include transportation and/or accompanying victim to emergency services (e.g. a shelter or hospital, making phone calls upon request or other related tasks).
- Supply the victim with appropriate options and referrals to services in the community that assists them in accessing resources for further assistance.
- Reporting activity to the Team Leader or designate upon completion of the call.
- Completing, signing and dating the volunteer responder report and submitting it to the office within 24 hours to one week or as agreed upon with Victim Services staff.
- Debriefing with volunteer partner and team leader after each call and providing relevant information to the Team Leader and/or Program/Volunteer Coordinator for victim follow-up.

Other Duties and Responsibilities of Direct Service Position

- Ongoing participation in monthly training meetings and any other volunteer training events as scheduled.
- Report back to the Team Leader if a victim assistance call is particularly stressful for the attending volunteer. Individual attention or debriefing is available to assist the volunteer in coping.
- Alert the Program/Volunteer Coordinator and Executive Director of any inappropriate volunteer behaviour or victim complaint that could adversely affect Victim Services of S.D.G. & A.
- Responsible for ensuring pagers are in good working order (e.g. fully charged batteries).
- Completion of expense statement for mileage and out-of-pocket expenses.

Position Requirements of Volunteer Crisis Responders

- Minimum 19 years of age
- Must reside within Stormont, Dundas, Glengarry or Akwesasne
- Maturity
- Demonstrates awareness of verbal and non-verbal communications skills
- Ability to listen and hear from the victim's perspective
- Ability to speak with sensitivity to victim's needs
- Ability to deal with crisis situations as per training curriculum
- Demonstrated ability to remain calm and clear minded in crisis situations
- Ability to maintain strict confidentiality
- Ability to commit to a minimum of one year of volunteering
- Must not have been a client or victim of a traumatic event during the past twelve months, or have had issues before the courts during the past twelve months
- Willing to submit personal references, police record check including sex offender registry check
- Successfully complete a pre-training interview with a Victim Services staff members and/or a Victim Services staff member and other community service provider
- Ability to provide non-judgmental, sensitive, emotionally safe service related to victims needs
- Knowledge of community resources
- Proof of a valid driver's license and access to a reliable and insured vehicle
- Must have a minimum of one million dollar liability insurance on your vehicle
- Willing to successfully complete a volunteer responder training and ongoing meetings/training development
- Must possess good literacy skills as there is substantial reading during training and while responding to calls (i.e. consulting resource directory/filling out reports)
- Willingness to commit to a team and provide a minimum of 30 on call hours per month in an effort to assist Victim Services in providing 24 hour, 7 days a week service
- Commit to attending the monthly team meeting
- Able to provide onsite support which may include such locations as a personal residence, community agency, hospital, and fire or traffic scene.
- Willing to drive within Stormont, Dundas and Glengarry day or night
- Successfully complete an open book examination of material provided during the training session
- Successfully complete a post-training interview to ensure suitability
- Successfully complete a 3 month probationary period that may be extended at the discretion of the Program/Volunteer Coordinator should the volunteer have not had the opportunity to respond to at least one crisis incident.
- Participate in regular Performance Evaluations
- Willingness to work as a team

Physical/Health Requirements

- Able to work in environments that are not allergen free (i.e. volunteers may be exposed to smoke, pets/animals, and/or environmental irritants)
- Good mobility, hearing and eyesight in order to ensure a safe and a rapid response time
- Must have the physical, emotional and cognitive ability to work in a safe and competent manner

Checklist

DID YOU:

- 1) Read the Victim Services of S.D.G. & A. handouts? – Great Information!
- 2) Read the Volunteer Overview – Does this sound like the opportunity you are looking for?
- 3) Fill out the Victim Crisis Assistance Volunteer Application Form?
- 4) Drop off, fax, mail or e-mail your application form to the Victim Services office? If yes, someone will call you to set up an interview upon receipt of your application form.

THINGS TO BRING TO YOUR INTERVIEW:

- 1) Bring two pieces of identification, both of which must contain your name and date of birth. One must include a photograph for your police record check.

ACCEPTABLE IDENTIFICATION

Photo Identification:

Driver's License
**Ontario Health Card with photo (VBS)
Military Employment/Family Card
BYID (Age of Majority Card)
Canadian Citizenship Card
Indian Status Card
Permanent Residency Card
Passport
Possession & Acquisition Card (PAL)
(VBS)
Government Employment Card
Firearms Acquisition Card
**International Student Card

Non – Photo Identification:

Birth Certificate
Baptismal Certificate
Hunting License
**Fishing License
Outdoors Card
Immigration Papers
Blood Donor Card
**SIN Card (VBS)
**Ontario Health Card – non photo

(VBS - Verified By Staff)

**Not accepted by Ontario Provincial Police.

- 2) Bring a copy of your car insurance to the interview. We can photocopy it in the office on the day of your interview. (Please verify with your insurance company that you possess a minimum of \$1,000,000 liability insurance.)
- 3) Bring a list of questions or concerns you may have to the interview.
- 4) Bring to the interview your excitement and enthusiasm for the new journey you are about to start with Victim Services of Stormont, Dundas, Glengarry and Akwesasne.