



Wawa & Area Victim Services

VOLUNTEER APPLICATION PACKAGE

Enclosed in this package you will find the following items:

1. An **Application** form
2. Release of Police Record Check
3. A **Waiver for the Collection of Personal Information**
4. A **Job Description** outlining the roles and responsibilities of a Trained Crisis Responder Volunteer
5. Online **Training Overview**

Please read and complete each form and return the application, Release of Police Record Check and Waiver forms to our office by mail or in person at your earliest convenience.

A Criminal Record Check is required. You must get the form from our office and it is to be completed by the O.P.P. You then bring the form back to the office.

You may want to let the references know that you are using their name and they will be contacted by our office for information about you.

We will contact you to arrange an interview and let you know about our next training session.

If you have any questions, please contact the office and we will be glad to help you.

Thank you for your interest in Wawa & Area Victim Services

Wawa & Area Victim Services

Mailing Address:
16 Ganley Street
Wawa, ON
P0S 1K0

Tel: 705-856-7852
Fax: 705-856-7853
www.victimserviceswawa.ca

VOLUNTEER APPLICATION

PART A – GENERAL INFORMATION

Date: _____

(Mr., Mrs., Ms., Miss)

Surname

Given Names

Home Phone#

Business Phone#

Cell Phone#

E-mail Address

Address

City

Province

Postal Code

Is it Convenient to contact you at work?

Yes _____ No _____

Spoken language (s)

How did you hear about the Victim Crisis Assistance & Referral Service (VCARS)?

PART B – BACKGROUND INFORMATION

Education (include highest grade completed, college, universities, relevant courses or training):

Employment (present position, related work experience):

Previous Volunteer Experience (extent of experience, skills learned, impressions of volunteer work):

Community involvement:

Tell us a little about yourself. Hobbies, interest, family (if you like) and some personal achievements that have inspired your life in a positive way.

PART C – AVAILABILITY

Victim Services is a 24-hour, seven day a week, on-call service. When are you available to volunteer?

Days _____ Nights _____ Weekdays _____ Weekends _____

Do you drive _____ Driver's license number _____

Do you have use of a vehicle? _____

How long of a commitment could you realistically make to this service? _____

Why did you choose to volunteer for Wawa & Area Victim Services?

PART D – REFERENCES (other than family members)

1. Name: _____

Relationship: _____

Telephone (home): _____

Telephone (work): _____

Street Address: _____

City, Province: _____

Postal Code: _____

2. Name: _____
Relationship: _____
Telephone (home): _____
Telephone (work): _____
Street Address: _____
City, Province: _____
Postal Code: _____

VERIFICATION STATEMENT

I hereby certify that all information included in this application form is true and complete.

I understand that incomplete applications will not be considered, and that providing false information is grounds for immediate disqualification from the application process, or even immediate dismissal if the falsehood is discovered after hiring.

Signature

Date

WAIVER FOR THE COLLECTION OF PERSONAL INFORMATION

Wawa & Area Victim Services

I _____, authorize Wawa & Area Victim Services to collect personal information concerning myself. This information may include employment history, personal/character references, criminal record, and/or police contact reports.

I further authorize any persons, agencies or organizations to release this information to Wawa & Area Victim Services.

This information will only be used for assessing suitability for a volunteer position with Wawa & Area Victim Services.

Signed: _____

Date: _____

Witness: _____

Date: _____

CONSENT TO DISCLOSE INFORMATION

I, _____ of _____
(client) (address)

hereby consent to the Superior East Detachment of the Ontario Provincial Police
the release of my Consent to Disclosure of Personal Information (CPIC) to Wawa
& Area Victim Services upon completion.

Dated this _____ day of _____, 20_____

Signature

Witness

TRAINED CRISIS VOLUNTEER POSITION DESCRIPTION

Wawa & Area Victim Services has certain expectations and requirements of all volunteers as mandated by the Ministry of the Attorney General. Before applying, please take a minute to review them carefully.

The position requires people who are:

- mature and responsible
- non-judgmental
- good at communicating with others
- able to deal with crisis situations
- personally suited to provide sensitive, emotionally safe and effective service to victims on behalf of Victim Services
- willing to submit personal references, Police Record Checks and attend an interview with Wawa & Area Victim Services staff and delegates
- knowledgeable of community resources
- able to commit for a minimum of one year
- willing to complete online and in-house training and thereafter attend monthly meetings/training sessions
- able to provide own transportation

As a volunteer you will:

- Help Wawa & Area Victim Services provide 24 hrs/7 days /week service to victims
- Commit to a minimum of four 24/hr shifts/month
- Respond immediately to requests for assistance from police by attending on-site or at an alternative safe location. On occasion, crisis assistance may be done by telephone
- Provide emotional support and companionship to victims, including answering questions and providing information that will help lessen the impact of the crisis for the victim
- Provide practical assistance. This may include transporting and/or accompanying the victim to emergency services,(e.g. to a shelter or hospital) making phone calls on their behalf or help making

arrangements for other needs, as required, (i.e. helping to secure or assist with cleaning up premises, etc.)

- Identify longer term needs by responding to victim's concerns and supply the victim with appropriate options and referrals to services in the community that will assist them in accessing resources for further assistance
- Report all activities to Victim Services staff or Team Leader
- Complete client contact form and submit it to the office within the next working day
- Participate in evaluation of the call and provide relevant information to the Program Coordinator for client follow-up

Other duties and responsibilities the volunteer include:

- Participating in monthly training meetings and any other volunteer training events as scheduled
- Reporting to the Program Coordinator or Team Leader if a call or assignment is particularly difficult for the attending volunteer. Individual attention or debriefing will be available to assist the volunteer in coping.
- Bringing to the Program Coordinator's attention any inappropriate volunteer behavior or victim's complaints that could negatively affect the program
- Ensuring cell phones are in good working order and returned at the end of the shift
- Completing expense statements for mileage and out-of-pocket expenses

Wawa & Area Victim Services

Online-Training Overview

Principles and Ethics of Helping

As a volunteer for a victim services organization, it is essential that you abide by the ethical guidelines set by your organization. This module will provide you with a clear set of ethical guidelines for assisting victims, as well as with principles for professional conduct.

Communications Skills

As a crisis response volunteer, your ability to effectively communicate is your most important tool for assisting victims. This module will inform you about effective communication skills and allow you to practice effective communication.

Trauma and Crisis Intervention

What would you do if you were asked to provide crisis intervention services to someone who has suffered a traumatic event? This module will inform you about the impact of trauma as well as prepare you for crisis intervention.

Partner Abuse

Partner abuse is pervasive and affects people of all ages, gender identities and from every cultural and educational background. This module informs learners about partner abuse as well as ways to offer support to victims of partner abuse.

Safety Planning

Safety plans are an invaluable tool for victims at risk of abuse and violence. This module will review various types of safety plans and tips for safety, as well as how crisis intervention volunteers may help victims to develop effective and realistic personal safety plans.

Elder Abuse

Statistics Canada reported that in 2005, there were 160 violent cases of elder abuse for every 100,000 seniors - and that this number was on the rise! This module informs learners about elder abuse as well as ways to offer support and intervention to victims of elder abuse.

Sexual Assault

Did you know that one in two women have experienced sexual violence? The support of crisis intervention volunteers can provide great benefit to victims of sexual assault in the acute phase of surviving the assault. This module will review various forms of sexual assault on victims, and how crisis intervention

volunteers can provide support.

Property-Related Crimes

Did you know that you are more likely to be a victim of a property-related crime than a violent crime? Results from the 2004 Statistic Canada General Social Survey (GSS) indicate that 28% of Canadians aged 15 years and older reported being victimized one or more times. This module informs you about the various types of property-related crime as well as how to offer support to victims of property crime.

Suicide Awareness

Did you know that suicide is a leading cause of death in Canada? This module will bring awareness to the issue of suicide, as well as prepare you to provide support to persons threatening suicide and to survivors of suicide.

Death, Grief and Bereavement

It's important that you exercise great compassion, discretion and sensitivity when assisting the bereaved. This module will familiarize you with the symptoms of grief and prepare you for assisting police with death notifications. You will also review support options for the bereaved in situations involving sudden death, including homicide, suicide, and sudden infant death.

Multi-Casualty Occurrences, Vehicle Collisions, Fire

Crisis intervention volunteers may be called upon to assist with numerous emergency services following a disaster or multi-casualty occurrence, as well as vehicle collisions and fire. This module will review various types of multi-casualty occurrences, roles and special procedures for multi-casualty occurrences, as well as support options for victims of multi-casualty occurrences, vehicle collisions and fire.

Fraud and Identity Theft

Fraud and identity theft is the fastest growing and most serious non-violent crime in North America. This module will review forms of fraud and identity theft, as well as ways to support victims of fraud and identity theft.

Hate Crimes and Bullying

The Criminal Code of Canada says a hate crime is any crime that is motivated by bias or prejudice against a person or people perceived to be a part of a group. Bullying may result in a hate crime depending on the motivation of the offender. This module will review the issues of hate crimes and bullying, as well as intervention and support options for victims.

Human Trafficking

According to the RCMP, 800 to 1200 people are trafficked in and through Canada every year. This module will review the issue of human trafficking, as well as ways to support victims of human trafficking.

Accessibility for Ontarians with Disabilities Act, 2005

Did you know that 1 in 7 Ontarians have a disability? This module will familiarize you with the Accessibility for Ontarians with Disabilities Act (AODA) and review best practices for supporting victims with disabilities.

Criminal Justice System

The effects of the legal system can add confusion and frustration to an already traumatized victim. This module will review criminal justice and the process, as well as court-related support and resources that are available to victims.

Victim Quick Response Program

As a crisis intervention volunteer, it's important that you are familiar with the Victim Quick Response Program (VQRP) so that you may refer eligible victims. This module will provide an overview of the VQRP, and review how crisis intervention volunteers may help victims to access this program.

Self-Care

While it is incredibly rewarding to support victims of trauma, it can be physically and mentally challenging as well. This module will provide you with an awareness of the possible effects of helping, as well as with tips and tools for self-care.

Conclusion to the Online Training

The Conclusion to the Online Training will provide you with a brief review as well as with instructions for your next steps.

Team Leader Training

If you are interested in further increasing your knowledge and becoming a Team Leader, you will be required to take this course. A Team Leader is a Crisis Volunteers safety link, support system and resource for the volunteers in the field.