

*Thank you very much for your interest in volunteering with CHIMO Crisis Services.*

Volunteering with CHIMO offers a unique and rewarding opportunity to support those in need and to make a positive difference in your community. It is a powerful avenue for ongoing personal growth. It is also a great way to gain valuable employable skills, knowledge, and experience.

**Community Education Volunteers** deliver social-emotional learning workshops in high schools. Workshops cover the following topics: Suicide Awareness, Stress Management, Teen Relationship Abuse Prevention and Stress/Suicide for ESL classes. Workshops are delivered weekdays between 8AM and 3PM. Volunteer presenters create an emotionally safe environment, facilitate questions and activities and create awareness of community resources.

**Crisis Line Volunteers** provide emotional support, referral information, and crisis intervention to a diverse population of people in crisis. Callers seek support with a wide range of issues. The Line operates from 9AM – midnight daily. In addition to being a crisis line, the Line is also a support service complementing Richmond Mental Health Services as an access point for people who need emergency mental health services.

**Outreach and Advocacy Volunteers** work one-to-one to help clients gather information, gain knowledge and develop the confidence and skills to effectively speak and act for themselves and resolve their crises. Volunteers may also accompany clients to access external services. The Outreach and Advocacy office operates from 9AM to 4PM, Monday and Friday; 9AM to 8PM, Tuesday, Wednesday and Thursday; and from 9AM to 3PM on Saturday.

*No specific experience is required to take part in any of our unique programs. We provide comprehensive training to prepare you for the volunteer role that you choose.*

After you have read through the information and have made a decision on which volunteer position may be a good fit for you and CHIMO, please complete the application form which can be returned by e-mail, fax, mail, or in person.

Please apply to only one program. Many volunteers, after completing their initial volunteer commitment, choose to remain with their initial program and we appreciate their ongoing contribution. There is often increased flexibility after the completion of the initial commitment and opportunities for enhanced development. Additionally, volunteers are then welcome to explore other volunteer opportunities within CHIMO.

Kindly read through this information package. It includes detailed information about the process of becoming a volunteer and about the requirements for volunteers in each CHIMO program.

Once again, thank you for considering volunteering with CHIMO. We look forward to hearing from you soon.

CHIMO Crisis Services  
120 – 7000 Minoru Blvd.  
Richmond, BC V6Y 3Z5

**Phone:** 604-270-4435 ext.5

**Fax:** 604-270-4475

**E-mail:** [volunteer@chimocrisis.com](mailto:volunteer@chimocrisis.com)

**Website:** [www.chimocrisis.com](http://www.chimocrisis.com)

## Volunteer Selection Process

1. After reading the detailed program and volunteer position information, the applicant completes and submits the application form.
2. The application is received and reviewed by the Volunteer Development coordinator who will confirm that it has been received.
3. An interview is arranged for qualifying applicants.
4. The references provided by the applicant will be contacted after the interview.
5. The applicant completes a criminal records check (Please note that a criminal record does not automatically disqualify an applicant. Acceptance of the record is dependant on the nature of the charge and when it occurred).
6. An applicant who has been accepted into the **Crisis Line** or **Outreach and Advocacy** training is required to pay a training fee of \$80. This fee is required before the first day of training to secure his/her space in training, unless other arrangements have been made. The training fee for **Community Education** is \$40, also due before the first day of training.
7. Acceptance into training does not automatically qualify an applicant to volunteer. Applicants must successfully complete all training sessions and the volunteer evaluation process is ongoing.

If you find that one of our opportunities is a good match, we welcome you to apply to join us in supporting people in the community. Volunteers gain valuable skills, knowledge, and experience for their personal and professional lives.

However, if after having read through the volunteer selection process and requirements you find that volunteering with CHIMO is not the right fit for you and/or us, we respect your decision.

Once again, thank you for considering volunteering with CHIMO. We look forward to hearing from you soon.

## **Volunteering with Community Education**

Volunteer presenters facilitate workshops in Richmond high schools on suicide awareness, stress management, teen relationship abuse prevention and stress/suicide for ESL classes. Volunteers are trained on the content of the presentations, facilitation, communication and classroom management skills. Volunteers create a safe learning environment and awareness of warning signs and risk factors of suicide, depression, stress and/or unhealthy relationships. Volunteers also role-model effective, empathic communication and create awareness of effective stress management skills and community resources.

### **Requirements & Expectations:**

- Volunteers must be 19 years of age and older (exceptions made for T.R.A.P. program)
- Good command of spoken English
- Non-judgmental
- Willing to learn
- Interested in and open to working with youth
- Successfully complete training (25 hours, mostly evening sessions, some weekend sessions may be required, attendance to all training sessions is mandatory)
- Must commit to viewing four observation presentations
- Commit to delivering a minimum of four presentations per month for one school year
- Must be available during school hours, week days from 8:00AM to 3:00PM
- Complete a Criminal Records Check
- Attend volunteer meetings as scheduled, approximately twice per year

Once your application is received, it will be reviewed by our Coordinator of Volunteer Development, and she will confirm its receipt. After your application is reviewed by the Program Coordinator, you will be contacted to schedule an interview. Once you have passed the interview stage, you will be confirmed for training and required to do a Criminal Records Check.

If you would like more information or have any questions about volunteering, please call 604-270-4435 ext.5 or e-mail [volunteer@chimocrisis.com](mailto:volunteer@chimocrisis.com).

We appreciate your interest in our Workshop Presenter position, and we hope that you will find it a good fit for your interests and skills.

## Volunteering with the Crisis Line

Our dedicated team of Crisis Line Volunteers provides emotional support, referral information, and crisis intervention to a diverse population of callers in distress 15 hours a day, 7 days a week. Callers seek support with a wide range of issues.

In our efforts to provide a high-quality service to callers, we have some requirements of volunteers that are outlined below. Please kindly take the time to read the information thoroughly.

- The minimum requirements of volunteers:
  - 19 years of age or older
  - Good command of spoken English
  - Committed and reliable
  - Comfortable using computers
  - Non-judgmental
  - Ability to listen well
  
- **Volunteers must commit to 4 hours on the Crisis Line every week for 100 hours (all training excluded). This includes one 8pm-midnight shift each month.**
  - Volunteers self-schedule and can volunteer any time from 9am-midnight (except the 8pm-midnight shift), any day of the week.
  - Volunteers can work a maximum of 8 hours per week.
  
- Applicants are required to attend all training sessions.
  - We provide 52 hours of comprehensive training in a classroom setting over a 7-week period in basic counseling skills and other topics including addictions, mental health, abuse, and crisis intervention.
  - Training includes lectures, group discussions, observation of call taking, and practical exercises.
  - Additionally, two supervised 4-hour shifts on the Line are scheduled after the classroom training.
  - After successful completion of all training and fulfillment of the volunteer time commitment, volunteers receive a certificate and are eligible for school and job references.
  - Training takes place at the same undisclosed location as the Crisis Lines in Richmond's city centre.
  
- Volunteers are required to participate in ongoing/advanced training

We hope that becoming a Crisis Line Volunteer will be a good fit for you and CHIMO. We invite you to apply to be a part of an exciting and worthwhile experience.

## **Volunteering with Outreach & Advocacy**

Personal Advocates help clients gather information, gain knowledge, and develop the confidence and skills to effectively speak and act for themselves and resolve their crises.

### **Personal Advocates will work together one-to-one with each client to:**

- Determine the scope of client wishes and needs
- Analyze client's needs and goals
- Prioritize objectives and develop an action plan
- Implement the plan
- Accompany clients to access external services when needed
- Monitor and review results and revise the plan as needed
- Effectively close the file when the work is done

### **Qualifications:**

- Must be 19 years of age or older
- Ability to demonstrate empathy with people in crisis
- Successful completion of CHIMO's Core Training and Personal Advocacy Training
- Ability to speak and write fluently in English
- Fluency in another language is an asset
- Understanding of socio-economic conditions and inter-personal dynamics related to diversity, violence in relationships, addiction, poverty, homelessness, and mental health issues
- Working knowledge of Microsoft Office applications and Internet Explorer
- Experience working in community services is an asset

We ask that volunteers commit to working one four-hour shift per week for a minimum of 100 hours after completion of training.

If this is a challenge that sounds like a good fit for you, please complete our application and join us in carrying out CHIMO's mission, "Walking with people through crisis. Helping people make sound choices."



**CHIMO provides volunteers with meaningful opportunities to contribute to their community while developing and strengthening their individual skills and abilities. We invite you to complete this application and become part of our team.**

*CHIMO Crisis Services respects and upholds an individual's right to privacy and to protection of his or her personal information. A complete copy of CHIMO's Personal Information and Protection of Privacy Volunteer Information Policy can be found at the end of this application.*

| Personal Information |  |
|----------------------|--|
| First Name           | Last Name  |
| Address              | Postal Code  |
| City                 | Email Address  |
| Cell number          | Home number  |
| Work number          | Preferred Contact Number (please check one)<br><div style="text-align: right;"> <input type="checkbox"/> Cell    <input type="checkbox"/> Home    <input type="checkbox"/> Work         </div> |

| <b>Please indicate which program are you interested in and confirm your availability</b><br><b>Select one program only</b>              |   |  |   |
|---|---|--|---|
| <input type="checkbox"/> <b>Community Education</b>   | <input type="checkbox"/> <b>Crisis Lines</b>  | <input type="checkbox"/> <b>Outreach and Advocacy</b>  | <input type="checkbox"/> <b>Other Program</b> |
| All Community Education Presenters volunteer during <b>week day hours only</b><br><br><input type="checkbox"/> I am available week days | Crisis Line Volunteers work different shifts seven days per week from 9am to 12 midnight<br><input type="checkbox"/> Week days<br><input type="checkbox"/> Week day evenings<br><input type="checkbox"/> Weekends | All Outreach and Advocacy Advocates volunteer during <b>week day hours only</b><br><br><input type="checkbox"/> I am available week days |   |

| Volunteer or Work Experience |              |                       |
|------------------------------|--------------|-----------------------|
| Position Title               | Organization | Start Date – End Date |
| Position Title               | Organization | Start Date – End Date |
| Position Title               | Organization | Start Date – End Date |
| Position Title               | Organization | Start Date – End Date |

| Education or Related Training Experience |              |                       |
|--|--------------|-----------------------|
| Education/Training                       | Organization | Start Date – End Date |
| Education/Training                       | Organization | Start Date – End Date |
| Education/Training                       | Organization | Start Date – End Date |
| Education/Training                       | Organization | Start Date – End Date |

| References (please list at least two references, at least one being work-related) |  |           |
|---|--|-----------|
| Work-related (employment or volunteer) – name:                                    | Organization and Title                     | Telephone |
| Work-related (employment or volunteer) – name:                                    | Organization and Title                     | Telephone |
| Personal reference from your community – name:                                    | Organization and title or relation to you: | Telephone |

| Emergency Contact |                 |           |
|-------------------|-----------------|-----------|
| Name              | Relation to you | Telephone |

| Where did you find out about this volunteer opportunity? |
|--|
|  |







**CHIMO CRISIS SERVICES**  
**Personal Information & Protection of Privacy**  
**Volunteer Information**

**General**

CHIMO Crisis Services respects and upholds an individual's right to privacy and to protection of his or her personal information. CHIMO is committed to ensuring compliance with applicable privacy legislation and has developed policy and practices to achieve this end. CHIMO maintains a Privacy Officer who is responsible for the agency's compliance with this policy.

**Purposes for Collection, Use & Disclosure of Personal Information**

CHIMO is accountable for the personal information under its control including information relating to volunteers. Personal information related to volunteers may be used:

- To facilitate participation in volunteer programs and provide references
- To assess eligibility and appropriateness of volunteer opportunities
- To contact volunteers for scheduling or volunteer training / development opportunities
- To comply with legal and regulatory requirements

Personal information may also be used for other purposes, subject to CHIMO's obtaining prior consent for such use.

**Limiting Collection, Use, Disclosure & Retention of Personal Information**

CHIMO shall neither use nor disclose personal information for any purpose other than that for which it was collected, except with consent or as required by law. Personal information shall be retained only as long as is necessary for the fulfillment of the purposes for which it was collected, or as required by law.

**Security of Personal Information**

CHIMO protects personal information with appropriate security safeguards, including physical, administrative and electronic security measures.

**Access to Personal Information**

Individuals from whom CHIMO has collected personal information have the right to access their personal information that is under the control of CHIMO Crisis Services. The Privacy Officer will assist with access requests. In some exceptional situations, CHIMO may not be able to provide access to certain personal information that it holds. If access cannot be provided, CHIMO shall notify the individual in writing of the reasons for the refusal. A response to a request for access to personal information shall be provided within 30 days of receipt of the request.

**Concerns or Questions Regarding Privacy**

Questions or concerns regarding this policy and / or CHIMO's compliance with it should be directed to:

Privacy Officer, CHIMO Crisis Services  
120-7000 Minoru Blvd.  
Richmond, BC V6Y 3Z5  
(P) 604-279-7077      (F) 604-279-7075      (E) [chimo@chimocrisis.com](mailto:chimo@chimocrisis.com)