



Chatham-Kent Victim Services
24 THIRD STREET, P.O. BOX 366
CHATHAM, ON N7M 5K5
Office: 519-436-6630 Fax: 519-380-6028

Dear Interested Volunteer,

Chatham-Kent Victim Services is a non-profit organization, which provides assistance for those who have been victims of crime, trauma or tragic circumstance in Chatham-Kent.

Volunteers are trained in communication, crisis intervention, traumatic stress, and victim's issues to ensure that our community's needs are met 24 hours a day, seven days a week. Volunteers respond on an on-call basis, and their presence throughout Chatham-Kent ensures that needs are met for both rural and urban areas.

Our referrals may include such incidents as assault, break and enter, family occurrence, fire, homicide, property crimes/damage, robbery, sexual assault, spousal abuse, stalking, sudden death, suicides, and traffic accidents. In addition to fear, rage, isolation and confusion, many victims experience intense mental and physical distress. At one time or another in our lives, we all face a crisis situation. Immediate emotional support and practical assistance can help victims cope effectively with crisis.

OUR OBJECTIVES ARE TO:

LESSEN the trauma of being victimized.

HELP victims cope with the impact of crime and/or traumatic experiences.

ASSIST victims in accessing appropriate support services in our community.

PROVIDE an opportunity for community members to become more involved in dealing with the effects of crime and trauma.

EDUCATE community members and promote victim services in Chatham-Kent.

Crisis Response Volunteers

Volunteers provide support and referrals to victims in our community. We ask for a commitment of four to six 12-hour shifts per month on an on-call basis. Shifts available include daytime (7am-7pm) and evening/overnight (7pm-7am).

Volunteers work in teams of two and support is provided on-scene or over the telephone, as the circumstance dictates.

- Must be 21 years or older.
- Must reside in Chatham-Kent area.
- Must have access to a vehicle, valid driver's license and insurance.
- Must consent to a security clearance investigation and personal reference checks
- Must become familiar with the procedures of the Chatham-Kent Victim Services and successfully complete the required in-depth and on-going training.
- Must be willing to sign an oath of confidentiality which requires a volunteer not to disclose or give to any unauthorized person any information or document that has come into their knowledge or possession while working as a volunteer.
- Must be prepared to volunteer a minimum of 4 (12-hour) shifts per month and to attend regularly scheduled meetings.

VICTIM ASSISTANCE VOLUNTEER POSITION SUMMARY

Direct Service Responsibilities:

- Respond immediately to requests for victim assistance from emergency personnel by attending on site or at an alternate safe premise. (On occasion, crisis assistance may be done by telephone). Shifts are done on an on-call pager basis.
- Provide emotional support and companionship, including answering questions and providing information that will help lessen the impact of the crisis for the victim.
- Provide practical assistance as needed. This may include transportation and/or accompanying the victim to emergency services (e.g. a shelter or hospital), making phone calls upon request or alternate arrangements as required, helping to secure premises, and other similar tasks.
- Identify long-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 the victim in accessing resources for further assistance.
- Report activity to the Chatham-Kent Victim Services Coordinator of Volunteer Services or Team Leader upon completion of a service call.
- Complete client contact form and submit it to the office by the next working day.
- Participate in the evaluation of the service call and provide relevant information to the Coordinator of Volunteer Services for client follow-up.

Other Duties and Responsibilities:

- Participate regularly in monthly training meetings and other volunteer training events as scheduled.
- Report back to the Coordinator of Volunteer Services when a victim assistance call or assignment is particularly stressful. Individual attention and debriefing will be made available to assist the volunteer.
- Bring attention to the Coordinator of Volunteer Services any inappropriate volunteer behaviour or victim complaint that could affect the effectiveness of the program.

We provide a comprehensive 75+ hour Core Training Program and we offer additional training specific to the needs of victims and community services during the year. As well, we provide recognition for your services and we offer the opportunity for volunteers to truly make a difference in our community.

Please fill out the application form and drop it off at the Chatham-Kent Police Service, attention Victim Services, fax it to (519) 380-6028 (if problems please fax to 352-0507) or mail it to:

Chatham-Kent Victim Services

24 Third St, Box 366
Chatham, ON N7M 5K5

Kindest regards,

Chatham Kent Victim Services