



Dear Prospective Volunteer,

Thank you for your interest in volunteering with the Women's Support Network (WSN) of York Region.

This information package will give you more details about becoming a volunteer with us, please consider the options carefully before making your decision.

Volunteering with WSN does require a commitment of varied hours of training, depending on your interest. The dates for the next training session will be sent to applicants once they are set. You can also find future volunteer training dates on our website.

Please complete the Volunteer Application Form and email it to Shannon, drop off, fax, or mail to our office.

We are looking forward to hearing from you soon!

Shannon Seeraj

Public Education Coordinator

sseeraj@womenssupportnetwork.ca

1110 Stellar Drive, Unit 109
Newmarket, Ontario, L3Y 7B7

T 905-895-3646
F 905-895-6542

Charity No. 135562262RR0001

24/7 Crisis Line 905-895-7313

24/7 Human Trafficking Helpline
905-758-5285

www.womenssupportnetwork.ca

info@womenssupportnetwork.ca



Our Vision

The Women's Support Network (WSN) is York Region's only sexual violence crisis centre, established in 1992. We are dedicated to providing free, non-judgemental and confidential services to anyone who has experienced any form of sexual violence at some point in their lifetime.

Our Vision

To eradicate sexual violence

Core Values & Guiding Principles

We adhere to a grassroots, feminist, anti-racist and anti-oppressive framework. In other words, we believe everyone is their own expert and, while we offer tools and support, we honour everyone's unique journey towards healing.

Education and knowledge is power. We are committed to supporting the education of clients, as well as ongoing education and self-care for staff, board members and volunteers.

We are committed to a transparent continual review and evaluation of policy, programs and practice. We will measure equity by results, not by intentions. We have a commitment to provide a client space within our facilities and we actively seek client-driven direction and feedback.

We are committed to taking a lead role in the community as a catalyst for change, and will continue to have fresh ideas, innovations and "thinking outside of the box".

Who We Serve

Our services cover all aspects of sexual violence – sexual assault, confusion whether it was sexual violence, childhood/historical sexual abuse, sexual harassment, online sexual violence, ritual abuse, human trafficking, sex work and any other type of potential sexual violence.

Volunteer Opportunities Include:

- 24-hour Crisis Line
- Child Minding
- Fundraising
- Online Crisis Chat
- Board of Directors

Requirements:

- Act within the spirit of our Vision and Core Values & Guiding Principles
- Adhere to our policies and procedures
- Maintain confidentiality
- Commit to the time requirements
- Attend all required training sessions and/ or orientation sessions

Expectations/ Information:

1. Interviews will be conducted prior to acceptance into training.
2. Training takes place at the Women's Support Network office in Newmarket, ON: 1110 Stellar Dr., Unit #109
3. We ask that you make a commitment to being a volunteer in the program for at least one year.
4. Volunteering on the crisis line, we ask that you cover at least four shifts a month, with each shift being roughly 5 hours long. You sign up for your shifts according to your availability.
5. Volunteers will attend monthly meetings to share information, to get support, to participate in ongoing training and to contribute to decision-making about the program's operation.
6. Crisis line volunteers answer calls from their personal telephones. Please note, all calls are forwarded through our cloud system; therefore, there is no possible way callers have access to your number.
7. Volunteers will provide emotional support, safety planning, information, & service connection to anyone who calls into the crisis line.
8. One volunteer is scheduled at a time to answer crisis line calls. Backup and staff are available for your support. If you have concerns regarding the work, the Program Manager is available to meet with you.
9. Positions other than the helpline are open ended and do not have a monthly time limit.

Training Requirements:

Training is roughly six weeks in length, and requirements vary depending on your volunteer interests and are as follows:

Volunteer Position of Interest:	Module Required & Total Training Hours:
Bingo Support, Board of Directors	Module 1 = 10 hours of in-class training and 1 online training topic (40 mins)
Child-minding	Modules 1 & 2 = 12.5 hours of in-class training and 1 online training topic (40 mins)
Crisis Line, WSN ambassador	Modules 1, 2 & 3 = 20 hours of in class training and 11 hours of online training

Applicants are welcome to attend additional training modules if they'd prefer, regardless of their volunteer position of interest. During training, prospective volunteers will be given a volunteer manual that provides more information regarding policies and procedures and the training covered in class.

Training Modules:

Module:	Topics Covered:
1	Introduction to Feminism, Intersectionality, & Anti-Oppressive Practice, AODA Online Training, Sexual Violence, Consent & Rape Culture, Domestic Violence, Healthy Relationships, Safety Planning, Trauma-Informed Handling of Disclosures, Self-Care
2	Duty to Report, Bystander Intervention
3	Crisis Counselling, Human Trafficking Safety Planning & Responding to Disclosures, MCIS Online Training Initiative to End Human Trafficking, Tour of DASA, Criminal Justice System, Community Resources

If You Are a Survivor of Violence

The issue of sexual and domestic violence is a painful one no matter what our personal experience is with it.

We have learned from volunteers who are survivors that it is important to have a clear understanding of how the violence has impacted one's life. Working on the crisis line can bring old memories forward and stir up many feelings. We ask, therefore, that volunteers who are survivors be at a place in their healing journey where they can cope with these memories and feelings.

Diversity

As part of WSN's work against racism and other oppressions, we strive to reflect the diversity of the communities we serve. Volunteers who are Indigenous, immigrant, refugee, LGBTQQ+, from the Trans community, racialized communities, and those with varying abilities, are encouraged to apply.

Process to Becoming a Volunteer

1. Read this information package carefully.
2. Submit an application.
3. Complete an interview with the volunteer coordinator.
4. Training attendance is MANDATORY.
5. You will be asked to show us a current police check by the end of training.
6. After training is complete, you will have a final check-in/ interview with the volunteer coordinator, completing a role-play scenario and deciding together if you are comfortable enough to begin on the line.