



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. Please complete a volunteer application form online.

We are looking forward to hearing from you soon!

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Public Education Coordinator

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24/7 Human Trafficking Helpline
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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 toward 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:

- Crisis Service Volunteering: 24/7 Crisis Line, Online Crisis Chat
- Non-Crisis Service Volunteering: Bingo, Fundraising, Community Events & Awareness
- 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.

Crisis Services Volunteer Expectations and Information:

1. Brief 30-minute interviews with the Public Education Coordinator will be conducted prior to acceptance into training. This will be followed by a brief interview post-training;
2. Most training sessions will primarily take place virtually;
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 4-5 hours long. You will sign up for your shifts according to your availability;
5. Volunteers will attend monthly virtual meetings ('volunteer clinicals') to share information, get support, participate in ongoing training, and contribute to decision-making about the volunteer 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 telephone number or personal information;
7. Volunteers will provide emotional support, safety planning, information, & service connection to anyone who calls the crisis line or utilizes the SMS/online chat line;
8. One volunteer is scheduled at a time to answer crisis line calls. Backup volunteers and staff members are available for your support. If you have concerns regarding the work, the Program Manager is available to meet with you.

Expectations and Information for Non-Crisis Volunteer Positions:

1. Brief 30-minute interviews with the Public Education Coordinator will be conducted before acceptance into training;
2. Most training sessions will take place virtually;
3. Volunteer positions other than the Crisis Line are open-ended and do not have a monthly time limit. You may choose however long you would like to volunteer with us and how often you can, based on your availability;
4. Non-crisis service volunteers are welcome to attend monthly WSN meetings to share information, get support, participate in ongoing training, and contribute to decision-making about the program's operation;
5. **Bingo Support Volunteer position:** Volunteers will assist with charitable bingo games at Bingo World in Newmarket, Ontario. Volunteers must be at least 18 years of age. Bingo shifts are scheduled every Sunday from 4:00 - 6:00 p.m.;
6. **Fundraising, Community Events & Awareness positions:** Volunteers will assist with a multitude of tasks including fundraising for WSN, community events such as Take Back the Night, and contributing to awareness campaigns both online and in-person;
7. **Board of Directors position:** Please refer to the Board Members Applications PDF on our website located under the "Volunteer" header;
8. If you have concerns regarding the work, the Program Manager is available to meet with you.

Training Requirements:

Training length and requirements vary depending on your volunteer interests. Training requirements are as follows:

Volunteer Position of Interest	Module Required & Total Training Hours
Non-Crisis Services: Bingo Support	Module 1 = 10 hours of in-class training, 1 online training topic (40 minutes), and a 1-hour orientation
Non-Crisis Services: Fundraising, Community Events & Awareness	Modules 1, 2, 3 & 4 = 20 hours of in-class training, 11 hours of online training, and a 1-hour orientation
Crisis Services: Crisis Line & SMS/Online Chat	Modules 1, 2, 3 & 4 = 20 hours of in-class training, 11 hours of online training, and a 1-hour orientation
Board of Directors	Module 1 = 10 hours of in-class training, 1 online training topic (40 mins), and a 1-hour orientation

Applicants are welcome to attend additional training sessions or modules if desired, regardless of their volunteer position. During training, prospective volunteers will be given a volunteer manual that provides more information regarding policies, procedures, and the material covered in training sessions.

Training Modules:

Please see the chart below for a full list of the content covered during training sessions:

Module:	Topics Covered:
1	Self-Care, Gender Identity, Introduction to Feminism, Rape Culture, Anti-Oppressive Practice 101
2	Introduction to Trauma-Informed Care, Sexual Violence 101, Consent, Intimate Partner Violence 101, Human Trafficking 101
3	Introduction to Caller Support, Practice Scenarios, Hot Calls & Protocols, Human Trafficking Protocols & Resources, Practice Scenario: Hot Calls
4	Suicide & Self-Harm, Duty to Report, Practice Scenarios - Hot Calls & Duty to Report, Legal 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, 2SLGBTQIA+, from racialized communities, and those with varying abilities, are encouraged to apply.

The Process to Becoming a Volunteer at WSN:

1. Read this information package carefully. Please reach out to the Public Education Coordinator if you have any additional questions;
2. Submit an application online. Visit our website, select 'Get Involved' then 'Volunteer', and fill out an application for the Crisis Services Volunteer and/or Non-Crisis Services Volunteer position;
3. Complete a brief 30-minute interview with the Public Education Coordinator and Crisis Supports Coordinator;
4. Training attendance is **MANDATORY** for **ALL** positions;
5. You will be asked to show us a current Vulnerable Sector Screening valid within the last 6 months (also known as a 'police check') by the end of the training;
6. After training is complete for Crisis Services volunteer positions, you will have a final check-in/interview with the Public Education Coordinator and Crisis Supports Coordinator. During this final check-in/interview, volunteers will be completing a role-play scenario and will decide together with WSN staff if they are comfortable enough to begin their position.