

volUnteer oportUnities

Do you possess special skills? There is also opportunity to volunteer in the following areas:

adMinistration

If you are good with computers, data entry, filing, and organization, this is the place for you. Improve upon your skills, or perhaps learn new ones.

Board of direCtors

Legally and morally responsible for all activities of the agency, our Board of Directors determine policy, approve the budget and determine program goals. Members are elected and serve for a one-time renewable two year term. For more information, please contact the Executive Director.

fUndraising and events planning

If you have a passion for helping victims and a flair for planning events or talking to individuals and groups about making donations, we would love to have you on our team! Experience is an asset, but it is not a requirement. Enthusiasm is everything!

pUBliCedUCation

Do you enjoy public speaking? Does making presentations or hosting display booths make your day? If you are interested in talking to people of all ages and backgrounds about issues surrounding victimization, and about what our agency does, please give us a call!

prograMs We offer

Crisis Response Program

ACCESS Program

M T S Program

Public Education

Putting the Pieces Back Together

Victim Quick Response Program



ContaCt Us

Phone: 519-585-2363

Fax: 519-746-5658

www.vswr.ca

victimservices@wrps.on.ca

24 hours a day - 7 days a week

offiCe HoUrS:

Monday to Friday

8:30 a.m. – 4:30 p.m.

Mail:

Victim Services of Waterloo Region
P.O. Box 3070 200 Maple Grove Rd.
Cambridge, ON N3H 5M1

Attn: North
Division

A member agency of:



To make a donation, please visit



Charitable Tax Number: 860337823RR0001



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www.victimservicesontario.ca

The views and opinions expressed in this publication do not necessarily reflect the views and opinions of the Ontario Government or the Ontario Ministry of the Attorney General.



Crisis Response Program

24 hours a day/7 days a week

519.585.2363 www.vswr.ca



v i c t i m s e r v i c e s o f W a t e r l o o r e g i o n

Who are We?

Victim Services of Waterloo Region is a non-profit organization that provides service to victims of crime and tragic circumstance within the Region of Waterloo. Our response is caring, skilled and effective. Our objectives are to:

- To lessen the impact of trauma
- Assist victims with accessing appropriate services within the community
- Provide education and promote community wellness

Governed by a volunteer Board of Directors, our service is delivered through a specially trained group of crisis responders.

service delivery

- 24 hour support available to victims
- Immediate response to a scene at the request of an emergency service provider
- Referrals to community resources.
- Personal safety plans and information addressing personal safety needs

Service delivery is based on empowerment through information, options and alternatives, so individuals can make well informed choices to assist them in their personal paths to recovery.

Crisis intervention

- 24 hours a day/7 days a week
- Immediate assistance at the scene of an emergency
- Telephone intervention
- Emotional and practical support (short term assistance, information, referrals to community-based services, public education, etc)

Crisis response program

Volunteering for Victim Services of Waterloo Region is challenging and demanding, and due to the sensitive nature of the services we offer, crisis responders must undergo an extensive screening and training process.

requirements

- Undergo a detailed screening interview
- Submit to a criminal reference check
- Complete our 70 hour training program
- Be 19 years of age or older
- Attend monthly meetings, and volunteer for a minimum of six shifts a month for two years
- Have a cellphone
- Possess a valid driver's license, access to a reliable vehicle and \$1 million liability insurance

personal Characteristics

- Diverse life experience
- Maturity
- A flexible schedule
- Able to respect and maintain confidentiality
- Excellent observation, assessment and listening skills
- Exceptional communication and interpersonal skills
- Empathetic and non-judgmental viewpoint
- An additional language is a definite asset!

Crisis responders attend to calls during the daytime, evenings, weekends and holidays.

Acceptance to the crisis response program is dependant upon the approval of the applicant's criminal records check, and the successful completion of the application process.

training program

Our 70 hour core training program is the first of its kind in the Region of Waterloo. Extremely comprehensive, no other agency in our area offers such a diverse range of instruction. We take great pride in ensuring that our crisis responders are well-rounded and fully prepared to respond effectively and skillfully to the diverse types of calls that might arise.

Topics include:

Domestic Violence and Woman Abuse
Police Procedures
Elder Abuse
Sexual Assault
Fire and Emergency Procedures
Mental Health
Grief and Bereavement The
Criminal Justice System
Cultural Diversity
Suicide
Crisis Intervention
Active Listening
Universal Safeties

We encourage crisis responders to supplement their training by providing additional seminars and workshops as they emerge within the community. We also have local experts at our monthly meetings from policing, the medical and mental health field, Crown Attorneys, grief counsellors, and representatives from community agencies which provides continued development for our crisis responders.

For more information on training events, please check our website:
www.vswr.ca
victimservices@wrps.on.ca

for more information, please contact our program Coordinator.