Lanark County

Police Reference Checks - Procedure

All volunteer applicants are asked to provide a clean Police Records Check prior to our scheduled meeting and training. Please see letter attached.

These documents must be obtained from Victim Services – Lanark County. Prior to submitting to Police. Please wait for us to ask you to get this done.

Documents will be delivered back to the Volunteer Applicant by the Police Service directly. The Volunteer Applicant will determine if they wish to file the completed certificate with Victim Services – Lanark County for use by Victim Services-Lanark County only. Applications will not be processed without the screening noted above.

Police Record Checks are performed by the Police Service that provides policing to your specific geographical residence. Fees are waived for Volunteer Applicants who produce a letter of intent to volunteer from Victim Services - Lanark County. (Letter of intent enclosed)

Volunteer Applicants should take the enclosed Police Records Check Form (specific to the Police Service in your area) **together with** the enclosed Victim Services - Lanark County letter of acknowledgment of your intent to become a Volunteer, **AND** your valid Ontario Driver's License **WITH** one other piece of photographic identification (do not take your Ontario Health Card or Social Insurance Number) to:

Perth Police Services if you are living within the Town of Perth

Smiths Falls Police Services if you are living with the Town of Smiths Falls

OPP (Perth or Carleton Place) if you live in the County of Lanark, but not in the Towns of Perth or Smiths Falls.

Physical Address:

Perth Police Services 1881 Rogers Road Perth, ON K7H 1P1	Lanark County OPP (Perth Office) 75 Dufferin St Perth, ON K7H 3E3
Smiths Falls Police Services 77 Beckwith St Smiths Falls, ON K7A 2B8	Lanark County OPP (Carleton Place Office) 15 Coleman St Carleton Place ON K7C 4N9

Please note: the Original Records Check is required prior to your meeting with us. If you have not received the completed check by your appointment date, please call us. Please complete the enclosed form and delivery it to your designated Police Service as soon as possible. **It can take up to 3 weeks to receive your records check.**

Role of the Victim Crisis Assistance Volunteer

Victim Services – Lanark County (VS-LC)

Overview:

Victim Services – Lanark County comprises 2 programs (VCARS and VQRP). The Victim Crisis Assistance and Referral Service Program is a county wide/province wide program responding to the emotional and practical needs of individuals who have experienced a crime, tragic circumstance or disaster. The Victim Quick Response Program provides tangible emergency assistance to Victims of Violent Crime within 15 days of a crime that is reported to Police or an accredited Agency. (e.g. CAS, Doctor, Hospital, Women's Shelter etc.)

Police Officers and/or Fire Officials (at the scene) request Victim Services – Lanark County volunteers to attend and support individuals in need.

In teams of two or more, volunteers provide immediate and onsite direct service with the intent to help lessen the impact of victimization and trauma.

This may include:

Supportive listening, helping a person prioritize needs, providing transportation and accompaniment to an emergency shelter or hospital, making phone calls, assisting with paper work and/or helping to secure premises .

Volunteers also provide information and specific program referrals concerning other on-going community services and emergency funds.

As a volunteer you will have an opportunity to:

- Be there for someone in a time of crisis
- Offer a safe and comforting presence
- Provide practical assistance (validation, transportation, phone calls, forms assistance)
- Learn more about resources in the community
- Assist police, fire and emergency personnel by ensuring that the person's emotional and practical needs are being met, allowing officers and firefighters to focus on their job at hand
- Improve crisis intervention skills
- Learn about the legal/justice system
- Build on your own personal satisfaction
- Help your community and utilize your skills
- Test a new career path, learn new skills or upgrade existing skills
- Meet new people, help others all while gaining volunteer experience
- Join a dedicated team making a difference in your community

Lanark County

Criteria for Victim Crisis Assistance Volunteers

- I am 18 years of age or older
- I am able to provide a clean Criminal Records/Vulnerable Persons Screening
- I have access to a reliable vehicle for 3 twelve hour shifts monthly and I have a valid driver's license and appropriate insurance. (2,000,000 liability)
- I understand the requirement for confidentiality and agree to respect and maintain confidentiality (this is a zero tolerance requirement)
- I can remain calm and clear-minded in crisis situations
- I have good decision making skills
- I am non-judgmental
- I respect the choices of others
- I can provide support to people of different cultures, ethnicity, spiritual beliefs, and sexual orientation or family structures
- I am able to provide onsite support which may include such locations as a personal residence if cleared by police, community agency, hospital, and fire or traffic scene, difficult areas to navigate (i.e. Slopes, rural terrain etc.)
- I am willing to attend and successfully complete a 40 hour training session in order to become a volunteer (generally Monday and Thursday evenings with a minimum of 2 Saturdays)
- I can provide three satisfactory personal references (employer, mentor, family or friend)
- I do not have a criminal investigations record and do not presently have anything before the courts
- I have not been victimized in the last year

Commitment and Availability

- I am able to commit a minimum of 3 (12 hour periods) days or nights (or combination of both) to the program <u>for at least one year</u> (This consists of keeping a pager or cell phone within range, and staying in Lanark County during the shift while being available to respond to an emergency call during the 12 hour shift)

- I am able to attend a free 40-hour victim crisis assistance training course in order to become a volunteer offered in exchange for my 1 year commitment.

- I am able to (and will) attend monthly support meetings: 3rd Tuesday of each month from 6 – 7:30 pm

- I am willing to work in a team environment.

Lanark County

Orientation and Training

All Victim Services Volunteer applicants must complete the orientation training.

Training will help potential volunteers prepare for the complex situations you may encounter in your volunteer work with VICTIM SERVICES.

Training will be participatory and include speakers, handouts, presentations, group discussions, videos, and role-play activities covering the following topics

- Impact of Victimization
- The Client, The Community, The Individual
- Confidentiality and Ethics of Helping
- Police Roles, Responsibilities & Procedures
- Volunteer Roles, Responsibilities & Procedures
- Communication Skills
- Crisis Intervention Techniques
- Suicide Assistance and Awareness
- Partner Assault / Child Abuse
- Sexual Assault
- Elder Abuse
- Death Notification and Bereavement
- Property Related Crimes
- Multi-Casualty Incidents
- Community Resources
- Self-Care

Ongoing Training

In addition to the orientation training, you will be required to attend monthly support meetings which take place between 6:00 and 7:30 pm, the third Tuesday of each month.

Team meetings provide Victim Crisis Assistance Volunteers with an opportunity for learning growth, sharing ideas and skills, learning from each others experiences, and having fun as a member of the team!

VQPR TRAINING

Victim Quick Response Program provides financial and counselling assistance to Victims of Violent Crime. As Volunteer Crisis Responders you will also be trained with respect to the VQRP eligibility and Application to provide immediate assistance to Victims of Violent Crime.

Steps to become a Victim Crisis Assistance Volunteer:

1. Complete Application and all Request Forms

2. Mail or Hand deliver completed Application (pages 6-9) in the pre-addressed envelope to be received by February 13, 2012 to VICTIM SERVICES at 91 Cornelia Street West, Unit 109, Box 23, SMITHS FALLS, ON, K7A 5L3. *(It is important the application gets to us right away!) Don't' wait until the 10th.*

3. Wait for instructions from VS-LC to attend Police Station (designated for your area of residence) with completed Police Criminal Records Check, Ontario Driver's License, one additional piece of identification (not your social insurance number or health card) and Victim Services – Lanark County letter of introduction as a potential Volunteer as soon as the application is mailed or dropped off to VS-LC. Pick up signed results of Police Records Check when asked by police and deliver to Victims Services. (Free service for Volunteer Positions.)

4. Attend pre-training meeting/interview when requested by staff if your application is accepted: *This is an opportunity for you to learn more about the programs and for us to learn more about you. If this program meets your volunteer goals, we will ask you for permission to contact your references.*

5. Review the schedule for the next 40-hour orientation training session provided at meeting/interview to ensure you can attend all sessions.

6. Attend and successfully complete the 40-hour orientation training which includes test review after Nov 7/10

7. Meet with staff for a post-training review prior to be scheduled for shifts. *Once again, this is an opportunity for you to ask any additional questions you may have and for us to ask you any questions and address any concerns we may have.* If we do not feel that you are ready for this intense level of volunteer involvement or your particular skill set could be better utilized elsewhere, we may redirect you to other volunteer opportunities in the community.

8. Successfully complete a 3 month probationary period while volunteering and keeping required commitments.

Thank you for taking the time to read about the Victim Services - Lanark County Programs. We look forward to hearing from you soon and hope to get you started on this new journey as soon as possible.

Victim Crisis Assistance Volunteer Application (*Please Print)*

Victim Services
Lanark County

Name: _____

Address: _____

Town: _____ **Postal Code**: _____

Daytime Tel: _____ **Evening Phone:** _____

Email: _____ **Best time to call:** _____

Languages Spoken:

_____

Previous volunteer or community experience: Please state where, when, how long and brief description or your responsibilities.

_____
_____
_____
_____
_____

Special Skills (i.e. computer):

_____
_____
_____
_____
_____
_____

Training (include volunteer training, workshops, education)

_____
_____
_____
_____
_____

Employment: (if applicable)

_____
_____
_____
_____
_____
_____

Lanark County VICTIM SERVICES is a 24 hour, 7 day per week service. We ask Crisis Assistance Volunteers for a one-year commitment of 3 - 12 hour day or night (or combination of both) shifts to the program in addition to monthly meetings held the 3rd Tuesday of each month from 6-7:30pm

Please let us know which volunteer shifts you would prefer: Please circle all possibilities that apply. *Note: Your choice is not permanent; you are not expected to always be available. Shift selection is flexible to the volunteers' availability.*

Days Nights Evenings Weekends Weekdays Anytime

Do you have a valid driver's license? Yes No
Do you have a reliable car for volunteering? Yes No
Are you over the age of 18? Yes No

Education Completion (please circle).
Grade 9 10 11 12 13

College Diploma _____ **University Degree** _____ **Other certification:** _____

Why do you want to become a Victim Services - Lanark County Volunteer?

_____
_____
_____
_____
_____
_____
_____
_____

Why do you think you will be a great victim crisis assistance volunteer?

_____
_____
_____
_____
_____
_____

How did you hear about the program? Or, what drew you to the program?

_____
_____
_____
_____
_____
_____

Note: *You cannot volunteer for VICTIM SERVICES if you have been victimized in the last year or if you have anything before the courts.*

References

Please include one family member and two character references such as an employer, previous employer, volunteer manager, teacher, close personal friend, physician, clergy, social worker, police services and other. We recommend that you ask your references if you can use them as a reference before you submit their names. You must have known all references for at least 3 years.

Reference 1: **Family/Friend**

Name: _____
Address: _____
_____
_____
Daytime Phone: _____
Evening Phone: _____
Relationship to you: _____

Reference 2 Employer/Teacher

Name: _____
Address: _____
_____
_____
Daytime Phone: _____
Evening Phone: _____
Relationship to you: _____

Reference 3 (Other)

Name: _____
Address: _____
_____
Daytime Phone: _____
Evening Phone: _____
Relationship to you: _____

I _____(please print name), certify that this application is accurate and true to the best of my knowledge and I understand that knowingly falsifying information in this application is grounds for dismissal as a Victim Crisis Assistance Volunteer for Victim Services - Lanark County.

Signature _____ **Date:**_____

Thank you for taking the time to fill out this form. Please ensure that it is complete.

Volunteer Applicant Comments:

Is there anything else you would like to tell us?

Consent to Contact Personal References

Name: _____

Date: _____

Personal reference checks are used by Victim Services - Lanark County as one component of our comprehensive screening process and risk management procedures. We screen volunteers to help ensure the dignity, safety and confidentiality of individuals using our service.

The information we request from personal references will be directly related to the volunteer applicant's suitability and capability to meet their responsibilities as a Victim Services - Lanark County Victim Crisis Assistance Volunteer.

The personal references contacted will be those identified on the Reference Form completed by the volunteer applicant.

Please sign below if you agree to have a staff member contact your personal references.

Signature of Applicant: _____

Date: _____

Witness: _____

Date: _____

Potential Victim Services Volunteer Check List

Remember to:

1. Read the Victim Services – Lanark County Brochure

2. Read the Volunteer Position Description

3. Obtain Police Reference Check Forms from Victim Services Lanark County (VS-LC) and take to the appropriate Police Station when asked. Ask to be called when the reference check is completed and the form is signed and ready for pick up.

4. In the meantime, fill out (as soon as possible)
   a. Victim Services Volunteer Application
   b. Reference Form
   c. Confidentiality Agreement
   d. Consent to Contact References Agreement

5. Call the office to set up an interview once the above forms have been completed.

6. Bring all of the forms you filled out (including two pieces of identification, both of which must contain your name and date of birth. One must include a photograph.

Acceptable Identification

Photo Identification:	**Non –Photo Identification:**
Driver's License	Birth Certificate
Government Employment Identification	Baptismal Certificate
Military Identification Card	Hunting License
Age of Majority Card	Fishing License
Canadian Citizenship Card	Outdoors Card
International Student Card	Hospital Card
Passport	Blood Donor Card
Permanent Citizen's Card	Immigration Papers

Feel free to call us and ask about other forms of suitable identification.

7. Bring a copy of your car insurance to the interview. We can photocopy it on the day of your interview. We recommend two million in coverage.

8. Bring a list of questions or concerns you may have to the interview.

9. Bring your excitement and enthusiasm for the new journey you are about to start with the VICTIM SERVICES – Lanark County!