

## HOW TO APPLY

### Am I ready to volunteer?

- I have a solid self-care plan to manage burnout and know where to reach out for added mental health support
- I am comfortable talking about topics such as suicide, child abuse, self-harm
- I am aware of my biases and am able to remain non-judgemental to callers who do not align with my beliefs
- I can commit to all listed volunteer commitments (see inside)



1. Visit [options.bc.ca/program/fraser-health-crisis-line](https://options.bc.ca/program/fraser-health-crisis-line).
2. Carefully review the linked volunteer posting in full.
3. Email the address listed for application materials and details.

## FEEDBACK

### Callers

*"I don't even know how many times the Crisis Line has saved my life."*

*"Despite being strangers, you have lifted a weight off me and helped me see myself. You have made a permanent impact on my life."*



### Volunteers

*"Crisis Line allowed me to develop a versatile skill set which has helped me as a police officer, both in training and in the field. I would recommend the Crisis Line to anyone looking for a meaningful volunteer position which allows you to engage and help members of your community."*

**-Charn**

*"I got accepted into a competitive graduate program at SFU and I acquired skills that you simply cannot obtain anywhere else, but more importantly, my experience at the crisis line taught me how to be human."*

**-Sachi**

Volunteer at the

Fraser Health

Crisis Line

A program of Options Community Services Society (OCS) and part of the BC Crisis Line Network



**Grow through Giving: Learn Valuable Skills to Make a Real Difference!**



## DESCRIPTION

The Fraser Health Crisis Line provides 24/7, immediate, free, anonymous emotional support and crisis intervention to individuals of all ages. As a volunteer, you are responsible for answering incoming calls, offering compassionate support, assessing needs, and offering community resources as applicable.

## QUALIFICATIONS

- No previous experience required
- Minimum 18 years of age
- Ability to hear well, speak clearly, & communicate in English
- Emotionally ready to assist others in crisis and handle stressful situations
- Personal values, abilities, and characteristics are consistent with OCS Code of Ethics and Statement of Diversity
- Basic computer skills
- Successful completion of the Fraser Health Crisis Line Training



## BENEFITS

- Gain new skills & practical knowledge
- Acquire work experience & references
- Internal job opportunities
- Enhance school applications
- Meet similar-minded people
- Make a difference in the lives of others!

## IDEAL QUALITIES

- Reliable
- Non-judgemental
- Motivated
- Communicative
- Emotionally resilient
- Empathetic



## COMMITMENT

- Attend all scheduled training shifts
- Contribute 200 of service hours (approximately 1 year)
- Commit to a minimum of 1 weekly 4 hour shift or 1 biweekly 8 hour shift until the completion of 200 hours
- Complete 48 hours of overnight shifts (11pm-5am)
- Participate in on-going training requirements and annual reviews
- Provide 2 weeks notice of your intention to resign after the completion of 200 hours
- Adhere to confidentiality policies and procedures

**If you or someone you know is in crisis, help is just a phone call away:**



Fraser Health Crisis Line - 1-877-820-7444

310-Mental Health Support - 310-6789

1-800 Suicide - 1-800-784-2433

## Give Back to Your community!



Successful application subject to police information & criminal record vulnerable sector check