

Battered Women's Support Services- Statement of Commitment

I, the undersigned, understand and agree to the following principles and practices. I understand that the following are necessary to maintain quality of services.

1. **Confidentiality** will be strictly observed by all Peer Crisis Workers.
 - a) Discussion of confidential information regarding survivors who use the services will be conducted in places that assures privacy, and only among other BWSS Peer Crisis Workers, staff, and volunteers.
 - b) Confidential information will not be discussed with non-BWSS workers, family, or friends. Counselling files are the property of BWSS and may not leave the office.
 - c) In the event of my withdrawal or resignation, I will keep confidential service user information gained through my experience at BWSS.
2. **Training Practicum:** I will complete a practicum of six consecutive months, with a minimum of 1 shift on the crisis line per week. There are shifts both onsite and remotely from home. **Volunteers need to be able to come to the office either for their onsite shifts, or to pick up/drop off evening and overnight phones for remote shifts.** If, during the practicum, it is determined that the peer crisis worker's skills set is deemed inadequate in meeting the needs of the survivors who access our services through the crisis/intake line, I understand that I may be asked to engage in extra training, to ensure a high quality of direct services. Should further training not prove to be adequate, I understand that I may be asked to explore other volunteer duties in lieu of direct services work.
3. If I am not able to fulfill the above commitment, I understand that my deposit of \$200 will not be refunded.
4. **Volunteer Commitment:** I will fulfill the six-month volunteer commitment with a minimum of 1 shift per week on the crisis lines, in addition to shifts/hours allocated to court accompaniments, interpretation, support group co-facilitation, participation in events, and ongoing education. I understand that the volunteer commitment is of a minimum of 1 shift per week for six consecutive months.
5. I understand that written or verbal references will be available only for volunteers who complete the six-month Practicum with a minimum commitment of 1 shift on the crisis line per week.
6. I will participate in the Community Awareness Fundraising Program, including fulfilling required shifts/hours of face-to-face street fundraising events and attending fundraising events.
7. I will attend monthly ongoing training/education **Volunteer Network Meetings-currently on zoom**. Information on the date/time will be provided. If I am not able to attend, I will notify BWSS in advance.
8. I understand that participating in ongoing evaluation is part of my work at BWSS.
9. If I am not able to make it to my volunteer shift, I understand that I am responsible for finding a replacement. If I cannot find a replacement, I will notify the Crisis Line & Intake Coordinator, and appropriate staff, and, in their absence, the Manager of Direct Programs, at the least 2 days prior to my shift. After three unexcused absences, I understand that I will be relieved of my volunteer duties.
10. I will keep track of my volunteer shifts, hours, and duties on the Volunteer Shift & Activity Log (excel).
11. I understand I am required to undergo a relevant criminal record check.
12. I understand that I am required to provide \$200 deposit to Battered Women's Support Services for the Violence & Prevention and Intervention Training, which will be returned/refunded upon completion of my six-month practicum and a minimum of 1 shift per week on the crisis line, within 8 months from my first shift.
13. **Due to COVID-19, this commitment may change or look completely different, as we transition to a gradual return to our regular activities and to a 24/7 crisis line.**

Print Name

Signature

Date