



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 the BWSS Crisis Team.
 - a) Discussion of confidential information regarding survivors who use the services will be conducted in places that assures privacy, and only among other BWSS Staff and Crisis 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 nine consecutive months, with a minimum of 1 shift on the crisis line per week. The 12-week training alternates locations from onsite, *and* on Zoom; **currently, all shifts are onsite. Volunteers need to be able to come to the office for their onsite shifts.** If, during the practicum, it is determined that the crisis volunteer'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 fulfil the above commitment, I understand that my deposit of \$200 will not be refunded.
4. **Volunteer Commitment:** I will fulfill the nine-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 nine consecutive months.
5. I understand that written or verbal references will be available **only** for volunteers who complete the nine-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 Services, at the very 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 nine-month practicum and a minimum of 1 shift per week on the crisis line, within 10 months from my first shift.

Print Name

Signature

Date