



## End Sexual Violence Newfoundland and Labrador Volunteer Information and Application Package

Thank you for your interest in volunteering with **End Sexual Violence Newfoundland and Labrador** (ESVNL). Our volunteers become part of a dedicated group of people who provide an invaluable service to our community and to survivors of sexual violence in the province of Newfoundland and Labrador. Involvement with ESVNL gives volunteers the opportunity to gain experience, knowledge, and skills in many areas, including crisis intervention, gender-based violence, and support skills.

Please find enclosed additional information on ESVNL and our volunteer program. Included is a volunteer application form and two reference forms that you **must complete and return no later than 8:30am on February 7, 2025.**

There are several steps to the application and training process:

1. Review this whole application package
2. Be available for all training dates (found on page 15)
3. Submit application form with two references
4. Initial phone interview (we will book 30 min appointments)
5. Training
6. 1 or 2 Practice Calls (based on needs identified by staff)
7. Final Interview



To ensure quality services for those who call our support line, the Centre is committed to providing volunteers with extensive training. Please be aware that to become a volunteer with the Centre you **must attend all sessions**. Training will take place both virtually and in person in St. John's, NL.

Please do not hesitate to call the office at 709-747-7757 ext 3 with any questions or concerns you may have with the application process. We look forward to hearing from you!

Sincerely,

Jenna Slaney  
Volunteer Coordinator



## Volunteer Application Form

Applicant Information	
Name/Pronouns:	
Phone (primary):	Phone (secondary):
Email:	
Current address:	
City:	Postal Code:
Mailing Address (if different from above):	
City:	Postal Code:

The following questions help both the applicant and ESVNL determine if this volunteer role is the right fit for the applicant at this time.

Please check yes or no beside each question	Yes	No
1. Are you willing to commit to at least one year of volunteering after your training is complete?		
2. Could you commit to volunteer meetings every two months?		
3. Have you thought about how you will balance your life with our volunteer training and expectations? (See FAQ pages)		
4. Would you be able to accept phone calls in a private and quiet space while ensuring the confidentiality of these calls?		
5. Would you be prepared to go on accompaniments with a survivor to the hospital, even during the hours of the night? (We would be able to assist with transportation)		



6. You must be 19 years or older or turning 19 by February 6 2025, to volunteer on the support line. Are you 19 years of age or older?		
7. The virtual portions of the training will require significant video streaming. Do you have access to a computer (laptop, tablet, etc) and high speed internet?		

8. Have you been a volunteer with any other agency? If so, please specify:

9. Have you received any training in the past that could help as you support people in crisis? If so, please describe:



10. What motivated you to volunteer at ESVNL?

11. How might the issues that motivated you be potential problems or assets in your volunteer work?

12. Do you have a self-care plan that will help you reduce the risk of compassion fatigue and/or burnout?



**Please provide us with two references using the reference form that has been provided.** Please provide *at least* one professional reference from someone you have worked or volunteered for before. **Family members are not appropriate references.** References may be provided via mail, email, or dropped off in person.

Acceptable Professional References:

- Current Employer
- Former Employer
- Mentor
- Volunteer Supervisor
- Teacher/Academic Advisor/Professor
- Internship/Work Placement Supervisor
- Current or former coworkers/co-staff

Please mail, email, or hand deliver\* completed application form to:

**Jenna Slaney**  
[sva@endsexualviolence.com](mailto:sva@endsexualviolence.com)  
ESVNL, 15 Hallet Cres, Unit 101  
St. John's, NL, A1B4C4

*\*If you wish to hand deliver your application, please contact Jenna at [sva@endsexualviolence.com](mailto:sva@endsexualviolence.com) or 709-747-7757 ext 3 to schedule a drop off time.*



## ESVNL REFERENCE FORM

\_\_\_\_\_ has applied to be a volunteer at the End Sexual Violence NL(ESVNL). ESVNL would appreciate receiving your assessment of this applicant. The people who access our services are often in a vulnerable place in their lives, so it is vital that our volunteers meet our high standard of empathy and care, as well as the level of professionalism needed to respect client's confidentiality, create appropriate boundaries, and represent ESVNL in a professional manner.

Be assured that your reference will be kept in strict confidence. Your comments will help us determine if the applicant is suitable for this kind of work. Please note that we may do a follow up call with you if we have further questions.

Your reference may be emailed if they are from a dedicated email address i.e., [john.smith@gov.nl.ca](mailto:john.smith@gov.nl.ca). If you are submitting a hard copy, please complete the enclosed form and return to the applicant in a sealed envelope with your signature across the seal. If you have any concerns or questions about getting your reference to us, please contact ESVNL as soon as possible.

Thank you for your cooperation.

Sincerely,

Jenna Slaney  
Volunteer Coordinator  
End Sexual Violence NL  
Phone: 709-747-7757 ext 3  
[sva@endsexualviolence.com](mailto:sva@endsexualviolence.com)  
15 Hallett Cres Suite 101  
St. John's, NL  
A1B 4C4



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**ESVNL REFERENCE FORM**

Name of applicant:

How long have you known this applicant and in what capacity?

The volunteer training is a 55-hour course covering topics such as sexual violence, childhood sexual abuse and adult survivors, sexual assault and harassment, and suicide. Once completed our volunteers take calls on our 24-hour support line. Do you feel the applicant is suitable for this kind of work?

**YES**

**NO**

Why/why not?





Due to the nature of our work, we have a strict policy of confidentiality. Do you see any issues with the applicant maintaining confidentiality?

**YES**

**NO**

Why/why not?

Please comment on the applicant's reliability.

Do you think there is anything that would interfere with the applicant's ability to do this kind of volunteer work?



Please rate the applicant on the following:

Quality	Exceptional	Average	Fair	Not recommended	Unable to judge
Motivated					
Ability to deal with stress					
Uses sound judgment					
Dedicated to helping others					
Courteous					
Responsive to constructive feedback					
Willing to ask for help when needed					
Compassionate					
Listens well					
Can create boundaries when needed					
Is warm towards people					
Empathetic					
Calm					
Patient					
Honest					
Reliable					
Committed to self-care					



Is there anything you would like to add?

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By signing below, I confirm I have answered the above questions as truthfully as possible and to the best of my ability.

Name:	Date:
Email Address:	Phone:
Signature:	

*Thank you for your time!*  
**CONFIDENTIAL**



## ESVNL Volunteering FAQ

### *1. What is End Sexual Violence NL?*

End Sexual Violence NL, formerly known as The Sexual Assault Crisis and Prevention Centre, is a not-for-profit organization dedicated to supporting individuals impacted by sexual violence in Newfoundland and Labrador.

The flagship program of End Sexual Violence NL is its 24/7 crisis, support, and information line, staffed by highly trained volunteer supporters. This hotline offers support to all, regardless of ethnicity, gender, sexual orientation, marital status, socio-economic status, ability, religious beliefs, or geographical location. The primary focus of the hotline is to provide trauma-informed, confidential, respectful, and non-judgmental support to survivors of sexual violence

### *2. Who is the training for?*

Our training is open to anyone who is interested in supporting people impacted by sexual violence and are in a place in their lives where they have the capacity to do this incredibly difficult work. People who enjoy training are typically those who feel open to learning with others and want to help people in crisis. Training is open to all genders and gender identities. Our volunteers identify as feminist, pro-choice, 2SLGBTQ+ inclusive, and empathetic. All volunteers must be at least 19 years old, able to deal with people in crisis in a calm, effective, and non-judgmental manner, have excellent communication and listening skills, able to work without direct supervision, and support the beliefs, goals, and policies of ESVNL.

### *3. What is taking a call LIKE?*

Our support line volunteers take their shifts from home. ESVNL uses call routing technology. When someone calls the line and you are on shift, the call is connected to you through the number you have given. This means that you do not need to be in the office when you are "on the line". **This also means that it is VERY important that when you are on the line, you have access to a place that is quiet and there is no one else that can hear the conversation.** Confidentiality and anonymity are essential to the work we do. In terms of the calls themselves, many of the calls we receive are people looking for information or support. Sometimes we receive calls from people who are in crisis, and we need to meet them at the hospital, for example. We will talk much more about this during training.



#### ***4. What are the goals of the Support Line Training Program?***

The goals of the ESVNL Support Line Training are:

- To teach factual information about sexual violence
- To develop and practice helping skills
- To develop and nurture, qualities and attitudes essential to effective support
- To develop the necessary skills to provide a high standard of support and crisis intervention to those impacted by sexual violence in our province

Training will increase your knowledge by providing factual information on:

- The law and sexual violence
- Sexual assault response procedures and crisis intervention
- Applicable programs and services available in NL
- ESVNL policies and procedures

Training will develop your skills by demonstrating how to:

- Develop and refine active listening skills
- Respond with sensitivity
- Handle difficult calls and callers that you find challenging
- Access emergency assistance

Training will nurture effective helping attitudes by:

- Increasing knowledge and understanding of the impacts of sexual violence
- Increasing self-awareness
- Promoting importance of self-care

#### ***5. What are the responsibilities and commitments expected of volunteers at ESVNL?***

We're a very rewarding organization to volunteer with... and we have needs!

The responsibilities of volunteers at ESVNL are:

- Confidentiality
- Minimum number of shifts on the Support Line per month
  - *These hours change depending on how many volunteers we have on the line. Currently each volunteer is taking approximately 6 shifts a month*
- Getting shifts covered if unable to fulfil the shifts signed up for
- Connect with Centre staff at least once every two months
- Submit Call Statistic Forms within 48 hours of receiving a call
- Commit to a minimum of one-year volunteering with the ESVNL



- Submit signed documentation as per ESVNL policies (Confidentiality Agreement, Certificate of Conduct, Volunteer Contact Information, etc.) Individuals with positive certificate of conducts are welcome to apply and will be navigated on a case-to-case basis.
- Commit to ongoing self-care
- Support ESVNL outreach, education, and awareness initiatives

#### ***6. I heard something about a text line - what is it?***

In November of 2020 ESVNL launched a text/web chat support. Currently this support is available Monday, Wednesday, 2pm-8pm and Friday 12pm-8pm and is staffed by the support line volunteers. Like calls, texts/chats are routed to the volunteer's personal phone or computer. Volunteers can choose to do phone shifts, text/chat shifts, or a combination of both.

#### ***7. I need to miss one training session – can I make it up later?***

Every training session is mandatory, and it is required that they be attended consecutively (ie. if you miss one training session in the Fall you would have to do the entire training again in the Spring or Summer). There are only 2 possible exceptions. The first is if you can provide an ASIST (Applied Suicide Intervention Skills Training) certificate that has been received within the 12 months prior to the training start date. In that case, you would not need to get re-certified in ASIST. The second is if you can provide a certificate of completion for ICDT (Indigenous Cultural Diversity Training from Frist Light) for the 3-hour session.

#### ***8. What should volunteers expect from ESVNL?***

Volunteers are a very valuable resource to ESVNL, and ESVNL will provide volunteers with:

- Training and orientation to perform required duties
- Feedback and support from fellow volunteers and staff
- Opportunities to use existing skills and develop new ones
- Recognition for efforts and accomplishments



## Become a Support Line Volunteer!

Volunteering with End Sexual Violence NL offers you a unique opportunity to **receive free and comprehensive training which will enable you to support people on our 24 Hour Crisis, Support, and Information Line.**

Our Winter 2025 training schedule is as follows:

Tuesday, February 25	6:00-9:30pm	
Thursday, February 27	6:00-9:30pm	
Saturday, March 1	9:00am-5:00pm	
Tuesday, March 4	6:00-9:30pm	
Saturday, March 8	8:30am-4:30pm	*ASIST day 1
Sunday, March 9	8:30am-4:30pm	*ASIST day 2
Tuesday, March 11	6:00-9:30pm	*SANE Visit (St. Clare's)
Thursday, March 13	6:00-9:30pm	
Tuesday, March 18	6:00-9:30pm	*Indigenous Cultural Diversity Training
Thursday, March 20	6:00-9:30pm	
Saturday, March 22	9:00-5:00pm	
Tuesday, March 25	6:00-9:30pm	
Thursday, March 27	6:00-9:30pm	

*\*Please note, if you can provide ASIST certification from January 2024 onward, these dates are optional.*

Sessions will take place virtually, except for ASIST and the SANE tour will take place in St. John's.

**For more information, please contact us!**

**[sva@endsexualviolence.com](mailto:sva@endsexualviolence.com)**