

Chinese Help Lines Volunteer Questionnaire

中僑心理熱線問卷

Attn: Chinese Help Lines

Tel: 604-270-8611

Email: connie.lam@success.bc.ca

#220 Caring Place, 7000 Minoru Blvd.,

Richmond, B.C. V6Y 3Z5

Date of Application Received (For Office use)

Contact Information 聯絡資料			
Name 姓名	First Name 名字	Last Name 姓氏	Chinese Name 中文姓名
Address 地址	No. 門牌號碼	Street 街道	City 城市 Postal Code 郵區號碼
Contact Nos. 電話號碼	Home Phone 住宅	Office Phone 辦公室	Cell Phone 流動電話 Fax 電傳
E-mail 電子郵件			

References (please list at least two references) 推薦人 (請填寫至少兩位)		
Work or school related – name: 工作或學校相關 – 名字:	Organization and Title 機構及職位	Telephone 電話
Personal reference from your community – name: 私人推薦 – 名字:	Organization and title or relation to you: 機構及職位, 或是與你的關係:	Telephone 電話
Personal reference from your community – name: 私人推薦 – 名字:	Organization and title or relation to you: 機構及職位, 或是與你的關係:	Telephone 電話

Emergency Contact 緊急連絡人		
Name 名字	Relation to you 與你的關係:	Telephone 電話

At different times, Chinese Help Lines Services is looking for volunteers to work specific shifts. Please indicate your commitment to a particular shift.
在不同的時間, 中文熱線會需要義工的幫助, 請填寫你有空的時間。

Please mark your shift availability 請填寫你有空的時間							
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1000am-200pm							
200pm-600pm							
600pm-1000pm							

Chinese Help Lines Volunteer Questionnaire 中僑心理熱線問卷

Thank you for your interest in the S.U.C.C.E.S.S. Chinese Help Lines. All volunteers must be 19 years of age or older and pass a criminal record check. As well, there is a \$110 (S.U.C.C.E.S.S. member) / \$120 (Non- S.U.C.C.E.S.S. member) charge for training and Basic English language skills are required. Please complete the Application Form and Volunteer Questionnaire in English. The purpose of the questionnaire is to assess your understanding of Help Lines work as well as determine the learning objectives for your volunteer training. Please return the completed Application Form and Volunteer Questionnaire by mailing or handing in to the address on the first page of this questionnaire, or through email, casey.lam@success.bc.ca. The application is valid for ONE year and only selected candidates will be contacted for interview. Please feel free to attach your resume (optional) with the application.

非常感謝你對中僑心理熱線的支持。所有的義工必須是 19 歲或以上，並且持有良民証。參加義工訓練課程需另外支付 \$110 元(中僑會員)或 120 元(非中僑會員)，並有基礎英文能力。請用英文將申請表及義工問卷填妥。問卷的用意在於審核你對熱線工作的認知及了解義工訓練的目標。請將填妥的申請表及義工問卷寄到這問卷第一頁的地址，或是電子郵件至 casey.lam@success.bc.ca。所有申請的有效期為一年，只有選中的候選人會被邀請面試。如果願意，可以附上您的個人簡歷（非要求的）。

Please Answer the Following Questions in English

1. Have you used the service of Chinese Help Lines before? If so, when did you use it and how did you feel about the service?

2. What are your reasons for working on the help lines?

3. How is helping someone on the help lines different than helping a friend or family member?

4. a. What does emotional support mean to you?

- b. How do you support someone in this way?

5. a. Please describe a time in your life when you had to be empathic towards another person.
- b. What did you *say* to that person?
6. In your opinion, when helping someone in a personal crisis, are there any concerns you have about making personal decisions for that caller? Please explain.
7. One of our goals on the Help Lines is to assist callers by providing emotional support. How would you do this in the following scenario: *A young 19 year old woman calls because she just discovered she is pregnant. She is not sure who the father is and she is not sure if she should keep the baby.*
- a. What might she be feeling?
- b. How would you handle the call?
8. a. If any, what types of personal or familial loss or crisis have you experienced in the last year and a half?
- b. How did you cope with the above loss or crisis, and what did you learn from it?
9. Please choose ONE of the following scenarios to answer. Feel free to use your personal experience, if any.
- Scenario 1: You are talking to a man who has lost his wife six weeks ago. He is tense and about to cry. In your mind, what would be best for him?

Scenario 2: A mother calls for support because her son was killed by a drunk driver four weeks ago. What might she be feeling?

10. Have you or anyone close to you been suicidal? How did you cope with it?

11. Are there any medical conditions that may affect your work on the help lines?

12. Scenario: A woman calls and is lethargic and depressed. She says she has no energy and no motivation to do anything. She says she doesn't have any friends to talk to or socialize with. What might she be feeling?

13. Scenario: You have been talking to a mother for 45 minutes. You have shared an intimate and honest relationship during the 45 minutes. She is under a lot of pressure and often breaks out in tears. Suddenly she tells you that sometimes she disciplines her children by hitting them with a coat hanger. She feels guilty because of the bruises and scares the hanger leaves. As a crisis line volunteer, you are under the same obligations as any citizen of Canada. What are the issues and how must you handle it?

14. Scenario: You have worked with a caller for 60 minutes and she still does not feel better. You have done everything you have been trained to do as a volunteer and the caller is indicating she is frustrated and tired now. How would you handle this situation?

