



Telephone Aid Line Kingston Volunteer Application Form

Visit our website: telephoneaidlinekingston.com for more information, or follow us on Instagram or Twitter @TALKingston

Thank you for choosing to apply for Telephone Aid Line Kingston. TALK is a crisis, distress, befriending and information phone line that serves the Kingston community and surrounding areas. We are a confidential, non-judgmental, and anonymous listening service.

Our fall 2021 recruitment is now active, and applications are due **Friday, September 17th, 2021 at 11:59 pm.**

Fall training dates have also been set to the following. Please note that **attendance is mandatory at all sessions. They run from 9:00 am to 3:00 pm each day and will be held via Zoom. Do NOT apply if you are not able to attend these dates.**

Saturday, October 16th
Sunday, October 17th
Saturday, October 23rd
Sunday, October 24th

Please read the following instructions of this application carefully:

- These following pages should be filled out by you, the applicant, and emailed upon completion to recruitment@telephoneaidlinekingston.com.
- A **Vulnerable Sector Screening Check** must be completed prior to taking your first call. The cost of this background check is usually around \$30 and will be reimbursed by TALK upon reaching 144 shifting hours, should you retain your receipt of payment. We will also accept vulnerable sector checks dated within the last 6 months, however, cannot reimburse for these unless they are requested for TALK specifically. Kingston police have noted that during the COVID-19 pandemic police checks are still accessible but are virtual.
- You will be notified if you are selected for an interview by September 22nd, 2021 at 11:59PM. If you are selected for an interview, it will take place between the dates of September 27th and September 30th, 2021. If you are successfully recruited as a volunteer with TALK you will be notified by October 6th, 2021 at midnight. If you are selected, attendance at ALL FOUR zoom training dates is absolutely mandatory.
- During the COVID pandemic you will still be required to physically go into the office and share the office with one other person. That being said, the safety of our volunteers is our priority— no individuals with symptoms can go in, social distancing practices are used to the best of our abilities in the shared space, and cleanliness standards are met.

Personal Information	
Full Name	
Email	
Phone Number	
Year of Study/Occupation	

Please answer the following questions:

1. Are you at least 18 years of age? (yes/no)
2. Are you a long-time resident of the Kingston community? (yes/no)
3. Our hours of operation are Monday-Sunday, 6pm – 2am. Most shifts taken, however, will be from 6pm-10pm. Are you able to volunteer at some point between these hours? (yes/no)
4. In order to volunteer with TALK during COVID-19 you must be **in the Kingston area** frequently enough to take at least three, four-hour shifts every month for at least 12 months. Would you be able to commit to this? (yes/no)
5. At TALK all volunteers must undergo a 40-hour intensive training program. Are you willing and able to complete such a program? (yes/no)
6. All TALK volunteers must provide us with a criminal background check before taking a call, is this something you are willing and able to do if accepted? (yes/no)
7. TALK is a service provided in English. Are you able to comprehend and verbally communicate in English at a level which allows you to provide this service? (yes/no)
8. TALK is entirely volunteer run – the dedication of our volunteers is what allows us to remain a crisis and distress line for the Kingston community. We require a commitment of at least 12 hours a month, attendance at biannual meetings, assistance with future training sessions, and assistance with occasional marketing and community outreach events. Additionally, we ask that volunteers are able to commit to 12 months and/or 144 hours of phone line service (not necessarily consecutive). **Are these terms that you are able to commit to?** (yes/no)
9. TALK is a crisis, distress, befriending and information phone line that serves the Kingston community and surrounding area. We are a confidential, non-judgmental, and anonymous

listening service. We do not give out advice. Would you be comfortable volunteering for this service? (yes/no)

The next portion of the application includes **short answer responses**. TALK prioritizes the clarity and quality of responses over the length of responses.

10. Once training is complete, each volunteer is expected to shift three times per month including one late night shift. Is this a commitment you are willing and able to make? Do you foresee any barriers that would make this commitment challenging for you? (Max 100 words)

11. What ongoing commitments do you have (if any) and how much time do they involve per week?

12. What do you think the value of a listening service is? (Max 150 words)

13. Why do you want to volunteer at TALK? What do you hope to get out of volunteering? (Max 150 words)

14. Describe a time in your life that was difficult/distressing for you and how you managed. (Max 150 words)

15. How would you respond to a caller who's values and beliefs differ significantly from your own and with which you may not agree or may even find offensive? (Max 150 words)

16. Which qualities do you possess which you believe would make you a good volunteer with TALK? (Max 150 words)

17. The following questions are not factored in when assessing applications:

- a. Where did you *first* hear of the organization TALK?
- b. Where did you hear of this recruitment session? (may be the same as a)

Please email the completed application to:

recruitment@telephoneaidlinekingston.com

You will be contacted via email upon review of your application