

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

Attn: Chinese Help Lines

Tel: 604-270-8611

Email: chlvolunteer@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							

- 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?