



Webefriend the despairing and suicidal

FOUR STAGE VOLUNTEER JOURNEY

STAGE 01

Developing an Interest in Volunteering with Us?

Here are some of the reasons why persons volunteer with Lifeline:

- ♥ **Lived Experience**
 - Personal journey with mental health challenges
- ♥ **Affected by Suicide Loss**
 - A loved one or personal encounter with suicidal ideation
- 📊 **Concerned About Suicide Rates**
 - Want to help change the statistics
- ⚡ **Inspired to Help**
 - Motivated by someone to take action in mental health
- 🎓 **Career Growth**
 - Interest in psychology, social work, or related fields
- 🤝 **Building Connections**
 - Expanding networks with like-minded individuals

STAGE 02

Submit your Request to Volunteer!



Email us at
ttlifeline@gmail.com

OR



Sign up Online
lifelinett.com/becoming-a-volunteer/

STAGE 03

Getting Feedback from Lifeline



A Lifeline representative will reach out to schedule an online interview. During this session, you'll:

- ✓ Learn more about Lifeline and our mission
- ✓ Explore the Principles and Practices of Lifeline
- ✓ Discuss possible placement within the organization
- ✓ Learn about our Confidentiality Promise

We look forward to welcoming you to the team! ♥



800-5588/866-5433
Secure. Anonymous. Toll Free.    

For more information, please visit our website: www.lifelinett.com

FOUR STAGE VOLUNTEER JOURNEY

STAGE 04

How do I become a volunteer?

FRIENDS TRACK

- ✓ Attend four (4) online Wednesday meetings
- ✓ Join and actively participate in a Committee
- ✓ Maintain strict confidentiality
- ✓ Volunteers (Friends) do not interact with callers
- ✓ 4-week Commitment

Available Committees:

- ✓ The Media Committee
- ✓ The Fundraising Committee
- ✓ The Student Outreach Programme (STOP)
- ✓ Events Committee.

At the end of the 4-week period, **Friends** can either continue in their Committee or request to be considered for the **Listener Track**.

LISTENER TRACK

The Listener Track can transition volunteers into Helpers, Listeners, Companions and Coordinators

Requirements:

- ✓ Complete the Friends Track
- ✓ Answer a 10-question preliminary interview
- ✓ Attend 2-day mandatory Preparation Class
- ✓ Three-month commitment
- ✓ Commit to strict confidentiality, anonymity and timeliness

Progression: Volunteers are considered fully prepared at the end of the Listener Preparation Classes once all requirements are met.



Volunteer Performance Expectations

A Successful Volunteer...

- Joins and participates in Committee Projects
- Regularly attends weekly committee meetings and commits to meeting project deliverables
- Eagerly collaborates with stakeholders on behalf of the organisation
- Adheres to the Policies and Practices of the organisation
- Maintains confidentiality at all times

An Unsuccessful Volunteer...

- Unable to deliver on agreed upon commitments to assigned Committee
- Lack of attendance online or in-person
- In the **Friends Track** cannot commit to at least 3-5 hours of volunteering service per week
- In the **Listeners Track** cannot commit to at least 4-6 hours of volunteering service per week



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PRINCIPLES, PRACTICES AND POLICIES



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OUR THEORY OF CHANGE

VISION

We aim to befriend the despairing and suicidal.

MISSION

Day or night, we seek to befriend the despairing and suicidal to ease their pain and provide a listening ear respectfully, anonymously, and confidentially. We work carefully to break the stigma against mental health by promoting mental wellness and ensuring that the general public can recognise the signs of despair and suicide risk.

LIFELINE STRATEGIC GOALS

1

Ensure that the service can be accessed 24/7

2

Enhance Lifeline's financial resilience through diversifying income streams and financial resources

3

Educate and engage key stakeholders about the despairing & suicidal whilst attracting potential volunteers

4

Be a leading voice and advocate for the despairing and suicidal at the local, regional, and international level

5

Strengthen our relationships with organisations that offer additional resources to our callers

IMPACT

No one in Trinidad & Tobago should ever contemplate suicide without knowing that the Lifeline exists to befriend them.

DESIRED OUTCOMES

FINANCING

The creation of stable financial revenues from private sector grants and public donations

CAPACITY

Serve more people by increasing call volume to 150 calls per day

EXPANSION

Help create Lifeline affiliates in each of the 14 CARICOM nations

RESOURCES

Increase volunteer group to 120 regular listeners



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PRINCIPLES, PRACTICES AND POLICIES

PRINCIPLES

1. The primary aim of LIFELINE is to be available at any hour of the day or night to offer emotional support to those passing through personal crises and in imminent danger of taking their own lives.
2. Lifeline Volunteers seek to alleviate human misery, loneliness, despair and depression by listening to and befriending persons, who feel that they have no one else to turn to who would understand and accept them.
3. A Caller does not lose the freedom to make his own decisions including the decision to take his own life and is free to break contact at any time.
4. The fact that a person has asked for the help of a Volunteer together with everything he has said is completely confidential within LIFELINE unless permission is freely given by the Caller for all or part of such information to be communicated to someone outside LIFELINE. A Volunteer is not permitted to accept confidences if a condition is imposed that not even the Coordinator of LIFELINE is to be informed.
5. Volunteers in offering emotional support to Callers will be guided and actively supported by other experienced volunteers who will also as reasonably practical have the advice when required of professional consultants.
6. In appropriate cases Callers will be invited to consider seeking professional help in such fields as medicine and social work and material help from other agencies.
7. Volunteers are forbidden to impose their own convictions or to influence Callers in regard to politics, philosophy or religion.

ALSO AVAILABLE ONLINE

<https://lifelinett.com/principles-and-practices/>



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PRINCIPLES, PRACTICES AND POLICIES

PRACTICES

1. Volunteers are carefully selected and prepared by LIFELINE.
2. Volunteers aim to be available at all hours to Callers (day and night) and may be contacted by telephone or other means of communication or by visiting the Centre and Callers may choose whether or not to give a personal name.
3. When a Caller is believed to be in danger of suicidal action the Volunteer is particularly encouraged to ask the Caller's permission for contact to be maintained during the crisis.
4. Lifeline offers long term befriending of Callers where appropriate whilst recognizing that the Coordinator may from time to time set limits.
5. Volunteers listen to those concerned about the welfare of other persons and if satisfied that the third person is despairing, depressed or suicidal may discreetly offer emotional support to that third person.
6. Volunteers are normally known to Callers by only a first name and contacts by Callers shall be made only through the LIFELINE centre.
7. LIFELINE is managed by a properly constituted Council of Management which is elected.

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PRINCIPLES, PRACTICES AND POLICIES

POLICIES

Emotionally Supportive

1. Callers in need of Lifeline's services are accepted without prejudice and encouraged to talk or write about their feelings, acknowledge their emotions and explore options.
2. Volunteers use their listening skills, recognise the needs of callers and respond appropriately.
3. Volunteers will not impose their own convictions, or influence callers, in regard to politics, philosophy or religion.
4. If a caller is at risk of suicide, or in despair, follow up contact is offered.
5. With a caller's permission, and after consultation with the Coordinator, a group of volunteers may be assigned to a caller, to offer support through a period of distress.
6. If a caller is in need of other help, information may be passed on about other agencies (if held). With a caller's informed consent, and after consultation with the Coordinator, a referral will be made on his or her behalf.
7. The centre welcomes appropriate referrals from other agencies or individuals.

Carefully Structured

1. Lifeline aims to offer a consistent service to callers. To support this aim, the care being offered is regularly reviewed and evaluated, to ensure it encourages callers to work towards managing their lives without dependency or attachment.
2. Volunteers are subject to a police record check (where possible), selected and specially prepared.
3. To ensure the safety and welfare of callers and volunteers, services are only available while volunteers are fully supported by a colleague and the Coordinator.
4. Volunteers have a preparatory period to enable a review for both the benefit of the volunteer and Lifeline.
5. If a volunteer deliberately prejudices the emotional or physical safety of callers, or the reputation of the organisation, this will be deemed as an act of serious misconduct for which they will be dismissed.
6. Lifeline strives to make the service as accessible as possible to those most in need and support equal opportunities.
7. Lifeline reserves the right to end a call or withdraw the service if it is being used inappropriately.

Self-determination

1. Callers remain responsible for their lives and do not lose the right to make decisions even if that decision is to take their own life.



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PRINCIPLES, PRACTICES AND POLICIES

POLICIES

Availability

1. Lifeline aims to provide a 24-hour service and to focus on peak times of demand.
2. Callers can contact the centre by the best means available but principally by telephone, letter, e-mail, or face-to-face.

Confidentiality

All information relating to a caller is considered confidential, with only the following possible exceptions:

1. Lifeline has informed consent from a Caller to pass on information.
2. Medical help is called because a Caller appears to be incapable of making rational decisions for him or herself.
3. A court order is received requiring the centre to divulge information.
4. The centre is passed information about acts of terrorism or bomb warnings.
5. A Caller attacks or threatens volunteers.
6. A Caller deliberately prevents the service from being delivered to other callers.
7. Lifeline maintains confidentiality even after the death of a Caller.

Honesty

1. Lifeline publicly states how general information relating to Callers is used.
2. Callers are informed of what volunteers can and cannot offer.
3. Calls are not recorded.
4. All complaints are investigated fully and sympathetically and callers receive a response in the shortest possible time.

ALSO AVAILABLE ONLINE

<https://lifelinett.com/policies/>



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