



Calgary Pop-Up Care Village

Volunteer Position Posting

Bill Zheng, C-PUCV Co-coordinator
BeTheChangeYYC and Grassroot Outreach Collaboration

Medical First Response Central Team

BeTheChangeYYC street outreach group goes out to help those experiencing homelessness in downtown Calgary every Tuesday, Wednesday, Saturday, and Sunday, from 4:30 PM – 9:00 PM. We hand out essentials including food, water, clothing, hygiene, harm reduction supplies, resource guides, and referrals to help individuals experiencing homelessness access resources. We also perform emergency response outreaches during the cold snap and the heat waves. In addition, we run a 24/7 outreach phone so that service users can call and text for services, referrals, and meet up outside of our regular hours of operation. During January of 2022, we formed a Grassroot Outreach Collaboration with seven other agencies: Angels in Action, AAWEAR, Sobercrew/A.I.M, Street Sisters, Harvest Hill Cares, and Hearts for Humanity. In addition, we have established connections to organizations such as the Calgary Homeless Foundation, the Drop-in Center, City Transit Bylaw, and more.

For this summer, our Grassroot Outreach Collaboration is hosting a pop-up care village, modeled after Lava Mae's original San Francisco PUCVs. The pop-up care village is a festival, aimed at creating social harmony and a place where people can be treated as people first. It is more than just an information fair, as we will have music, food, hair cutting, fun activities, on top of connecting the unhoused population to an array of information. For more information on how this pop-up care village would look, please take a look at Lava Mae's [website](#).

For this event, we are seeking Medical First Responders in Calgary, who can attend and staff the pop-up care village on August 17th, 2022. Responders serve as a backup medical team, on top of our St. John Ambulance Medical First Response partner. The responders will primarily be staffed within the First Aid station located adjacent/within the central information directory, and will be deployed if St. John Ambulance volunteers request additional professional healthcare support. In addition, responders will respond to additional medical emergencies if St. John Ambulance volunteers are unable to reach the casualty due to an ongoing medical emergency. It is expected that if St. John Ambulance volunteers determine that the situation of the medical emergency is beyond the scope of a Medical First Responder, the Central Team will be able to take over control of the scene and direct available personnel on the next steps of action.





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Key Responsibilities

- Maintain excellent communication with guests who are currently experiencing medical emergencies, even if they are determined to be unconscious
- Maintain control of the scene of the medical emergency and direct other personnel on site for crowd control, 911 dialing, and first aid kit procurement
- Collaborate with Wayfinders and Intake Specialists and Safety and Wellness Ambassadors when they radio in for potential medical emergencies, and direct guests to representatives of those two respective teams if they are lost or not abiding by the rules of the event
- Maintain an excellent record Patient Care Record, and provide such record when requested by EMS personnel and other staff members of the event
- Engage and collaborate with CPS, CTS, Bylaw, EMS, DOAP Team, and any other agencies when needed, especially during patient handoff and transport

Qualifications/Key Competencies

- Current or past experiences working as a healthcare professional (LPN, RN, EMS, MD, etc.) is a must
- Current certification in HCP BLS/Standard First Aid/CPR training is a must
- Respective experience volunteering/working at social service agencies or have previous interactions with vulnerable population is an asset
- Current Non-Violent Crisis Intervention, MANDT, Suicide Intervention (ASIST), or any other crisis intervention training would be an asset
- Works well under pressure and stressful situations
- Ability to work and collaborate in a group environment and not afraid to call for backup and assistance
- Strong knowledge of the vulnerable population is an asset
- High ethical standards and professionalism with a demonstrated ability to remain calm in escalating conflicts

Application Details

- Volunteers who are interested in this position should let Hanna Woodward, Program Coordinator and Senior Team Lead at BeTheChangeYYC, know via email: communications.bethechangeyyc@gmail.com. Our recruitment efforts are ongoing, successful volunteers will receive emails informing them of event-specific training and orientation needed before staffing the event as a staff
- Volunteers should have full availability on the day of the event

