



Calgary Pop-Up Care Village

Volunteer Position Posting

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

Safety and Wellness Ambassadors

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 Safety and Wellness Ambassadors in Calgary, who can attend and staff the pop-up care village on August 17th, 2022. Safety and Wellness Ambassadors will engage with guests in a non-confrontational and positive manner, ensuring personal security of everyone working and attending the event. These interactions can include ensuring everyone is abiding event rules, enforcing no drug use on site, performing referrals for individuals who are wanting to use the Safework SCS. Ambassadors will work with the Medical First Response team, either from St. John Ambulance or from a separate team of healthcare professionals, to ensure that individuals in medical distress are being properly looked after. In addition, Ambassadors will ensure the park and event location stays clean and orderly, and thus ambassadors will have to pick up used needles and trash accordingly.





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Key Responsibilities

- Maintain excellent customer service skills when interacting with guests, and provide guests with education on the festival's rules on drug use, littering, and our zero tolerance policy for verbal and physical abuse
- Maintain personal security between staff members, guests, and volunteers, and de-escalate situations if needed
- Properly refer guests to appropriate teams including addressing guests' needs for medical attention, whether that be physical or mental, coordinate with Medical First Response team for active first aid/rescues if needed, as well, coordinate with Wayfinders and Intake Specialists if guests have questions regarding services and partners on site
- Perform wellness checks at washroom locations to ensure drug poisoning incidents are kept at a minimum
- Engage and collaborate with CPS, CTS, Bylaw, EMS, DOAP Team, and any other agencies when needed
- Maintain park and event space wellness by picking up potential needles, drug use debris, trash, and properly dispose them

Qualifications/Key Competencies

- Respective experience volunteering/working at social service agencies or have previous interactions with vulnerable population is preferred
- Current Non-Violent Crisis Intervention, MANDT, Suicide Intervention (ASIST), or any other crisis intervention training would be an asset
- Current certification in First Aid/CPR training is 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.bethechangeeyyc@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

