



# Victims Support Volunteers Training

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### I. The Roles, Functions and Missions of Support Volunteers

Volunteering is the willingness to offer service or partake on activities out of free will, which is driven by the desire to help others, goodwill, and altruism.

#### 1. Significant Evolvement of the Volun-

teer Service Act

(1) From benevolence to social responsibility.

(2) From sacrifice to growth in knowledge.

(3) From private autonomy to government participation.

(4) From unorganized to organized.

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1. Authored by the Director of Association for Victims Support Taipei Branch.



Sworn declaration by victims support volunteers in 1999



(5) From enthusiasm and altruism to accountability for quality.

(6) From total devotion to rights and privilege.

(7) From domestic volunteering to international exchange.

## 2. Ethical Principles

(1) Maintain confidentiality: Respect victims and survivors' privacy.

(2) Respect self-determination: Respect and develop the clients ability to make their own decisions to protect their rights.

(3) Protect lives: Protect the client and the fetus.

(4) Minimize harm: Protect the client's rights with comprehensive intervention planning.

(5) Quality of life: Intervention affects

the quality of life.

(6) Sincerity: Seek client's cooperation with sincerity.

## 3. Scope of Services

(1) Victims support volunteers should provide the following assistance to the Association for Victims Support (AVS) and AVS Taipei Branch and support victims of crimes who are seriously injured or survivors of the deceased victims in the spirit of serving the society.

A. Assistance in emergency physical and mental treatment and placement.

B. Assistance during investigation and trial, as well as after trial.

C. Assistance in applying for compensation, social welfare and civil compensation.

D. Assistance in investigation of crim-



inals or properties of individuals obligated to pay debt.

E. Assistance in safety and protection.

F. Assistance in physical and mental therapy as well as rehabilitation.

G. Assistance in victims support.

(2) Participate in training and promotional activities held by AVS or AVS Taipei Branch.

(3) Take shifts at the Branch office and greet visitors.

## II. Volunteer Recruitment

Resources are limited in the government but boundless in the private sector. Due to shortage in manpower when AVS was first founded, the Association recruited victims support volunteers and used the slogan, "Comfort victims with one thousand hearts."

## III. Diverse Learning

To help volunteers advise victims or their families appropriately, mend their wounded heart, improve victims support performance and provide more personal services, AVS holds regular legal, psychological and self-growth courses as training to improve professional knowledge for volunteers.

## IV. Promotional Activities

AVS was established in 1999. Since then, AVS has protected people's rights, promote safety in the society, and serve the victims and the disadvantaged. In order to provide better and more comprehensive services, AVS recruits people with passion to join our mission. The victims support volunteers are altruistic with a passion to help others and fill our society with warmth.

## V. Professional Service



Prior to helping victims and survivors, victims support volunteers must receive professional training, including counseling, self-growth and legal courses. Senior volunteers would also bring intern volunteers along when visiting the victims' homes. This way, new volunteers may acquire more practical training and the senior volunteers may pass down their experience. During the legal consultation or the Emotional Support Forum, AVS Taipei Branch invites volunteers to accompany victims and survivors. The volunteers may assist the lawyers or consulting psychologist while gaining a better understanding of the participants' emotional state.

Each year, AVS Taipei Branch holds care programs for families and survivors around the traditional holidays. During these events, senior and new volunteers keep the victims and survi-

vors company and take care of them, making sure that they could relax physically and mentally.

## VI. Thoughts from Volunteers

### 1. Thoughts about the programs

#### (1) Volunteer Sharing No. 1:

All the volunteers wore blue tops for the Dragon Boat Festival program this year. It was highly recognizable, and it shows the team spirit, letting the family members know that whenever they are in need, the volunteers are ready to help. Of course, the rapport among volunteers and their passion for helping others are even more important. As soon as the volunteers see someone in need, they provide assistance immediately. Although this is already my third time at Green World Ecological Farm, I found this year to be the most fun and



meaningful.

AVS Taipei Branch invited a counseling psychologist to Xiao Rusong Art Park. The counseling psychologist taught everyone in laymen's terms about mental and physical disorders and led everyone through stretching and meditation exercises. We acquired a lot of knowledge while being comforted in mind, body and spirit.

My client was accompanied by two daughters and a grandson. With thorough planning by staff and teamwork from the volunteers, even participants who were wheelchair-bound may visit all the attractions. My client's family

thanked the Branch for the thoughtful arrangement. They enjoyed physical and mental relaxation and hoped to participate again in the future.

I would like to express my gratitude to Qian-Hui, Jin-Tai and Ying-Dun for their careful planning. They drafted the itinerary, provided a variety of in-depth programs, and tried to meet the clients' special needs. This event reinforced for me the importance of advanced planning and teamwork.

## (2) Volunteer Sharing No. 2:

I was deeply moved by this program, which was obviously given a lot of thoughts by AVS. Jing-Tai ran back and





forth with heavy gears. Ying-Dun, too, kept a watchful eye on clients' needs despite the heavy crowds. And Qian-Hui, too! She was able to handle all the unexpected situations. The volunteers, especially new recruits such as Hui-Mi, Sian-Hui, Fang-Yi, Li-Qing, and Dong-Song, performed as well as the experienced volunteers. Our senior volunteers made sure everything proceeded orderly. I have to praise everyone. All volunteers supported each other and took care of the clients. What I want to say is, "It is really great to have you!"

In addition, I have taken care of many clients in the past, establishing good relationships and therefore, they all accepted my invitation to this event. Of course, I was not able to take care of everyone. Out of professional concern, I took care of the largest family and AVS assigned additional volunteers to take care of the rest. Some new volunteers also joined me so that they can learn how to interact with clients from senior volunteers. Of course, the AVS also asked me to support the new volunteers whenever needed. I found that the newcomers did a great job! I didn't

need to worry about them at all. Some clients told me at the event that it was great to have the new volunteers keep them company! They did an excellent job! I was very touched. I think this is why these participants did not mention the senior volunteers specifically. I want to take this opportunity to share my views. I think the major reason that the new volunteers performed well was that they all attended training and understood what the instructors taught them and applied what they learned during this event. Therefore, I hope that all volunteers will keep coming to the training and improve themselves because keeping victims and survivors company is the most important task for us.

### (3) Volunteer Sharing No. 3:

It's a true pleasure to attend the care program for Dragon Boat Festival – the tour to Green World Ecological Farm. We saw many exotic animals along the way and heard many people gasp with surprise. We also saw many butterflies, insects and different types of eco-systems. We learned a lot from the guided

tour.

Hsiao Ju-Sun Art Park: This was a trip filled with arts and culture as well as history. We also attended a workshop here about stress relief. Everyone should take this course. Most of my friends have trouble sleeping, and I heard someone say that that was an unexpected reward. I have to say this is indeed a special trip. The volunteers were great as well. Everyone was smiling and greeted each other warmly. I am amazed at everyone's good memory. They all remember my name. The staff, who worked really hard and made sure everything went as planned, were wonderful, too. During this trip, we enjoyed nature, acquired new knowledge, and ate rice dumplings. We didn't have to spend any money; and what's more, we enjoyed emotional growth, which is

priceless.

It was really hard for only three employees to organize such a large event. Perhaps volunteers could share some of the workload. Of course, volunteers always needed!

#### (4) Volunteer Sharing No. 4:

My client has made a lot of progress since I met her during the summer program this year. She even said she wanted to look for a job and make money. She appeared happier than she was before and even sang in the car on the way home. Mrs. You was happy that her daughter performed so well this time. She was truly grateful for the ongoing efforts from the staff and volunteers at AVS Taipei Branch.

The mother-and-daughter pair appre-





ciates the staff's thoughtfulness. The staff arranged a relaxing cultural event on a hot summer day. Careful considerations were put into the planning of meals, accommodation and transportation. Everyone was very well taken care of. They would like to thank everyone.

The visit was relaxing. We took our time and wanted to learn more. When we saw the murals from Dunhuang, we learned about the artists from the Sui, Tang and early Xia Dynasties and their works. We also learned about Buddhism. Art museums are magical. We saw spectacular artworks produced with ecological ideas in mind. The architectural beauty of the concert hall also mesmerized us.

Staff from the Branch put in a lot of thoughts into the itinerary of this visit, which is very relevant to our lives and artistic. The meals, accommodation and transportation were well arranged. We had a very comfortable stay. What's special this year is that volunteers got to stay in the same room with the clients. We could chat with them at night and listen to them share their feelings if they wanted to. This was very unique.

#### (5) Volunteer Sharing No. 5:

This was a two-day overnight event. It took place during the hot summer season. The destination was close and the accommodation was good. Many people got up early to jog in the morning.

The play and guided tour were well arranged. Participants may also choose to visit on their own. The schedule and itinerary were flexible. The participants also praised the choice of dinner that night.

My clients, the parents of a deceased victim, attended the event for the first time as their schedule permitted their attendance and they enjoy educational tours. However, the pain of losing their son brought them to tears during the viewing of the animated film, *My Neighbor Totoro*. Zi-Xian and I purposely sat with them during lunch. The mother was still crying, and her husband thoughtfully handed her some tissue paper. We could only keep them company and helped them with fetching food. A volunteer's main duty is to keep victims and survivors relaxed, and to be attentive about their where-



abouts and emotions. I was glad when I saw them listening carefully during the guided tour and taking lots of pictures. Even though the mother was very emotional, I didn't ask her any questions; I just kept her company.

(6) Volunteer Sharing No. 6:

It is time for the Moon Festival Care Program again. Armed with the experience from last year, planning for this year's event was already well underway. The crew and the volunteers worked really hard to ensure that the overnight program was completed safely and soundly.

Our first stop was the National Center for Traditional Arts in Yilan. The participants took a leisure stroll around the venue first and then took a guided tour around the center to learn more about the historic buildings and the meaning behind them. They had fun taking a boat tour afterward, followed by BBQ at night, which was new for many of them. The event was chaotic and orderly at the same time. Everyone worked together in harmony (and everyone filled up on food). They had close interaction with each other. The

aroma therapist taught everyone how to make massage candles, balm, relief rollers and spray. Everyone learned a lot from the experience.

It's been a year since I last saw my client. She has grown taller and prettier. She is also talented in craft and music. She bought some beads at Center for a craft project and also assembled a little cabin. I was so glad that I came when I saw the happy and content look on her face.

(7) Volunteer Sharing No. 7:

For the Moon Festival program this year, volunteers were assigned to take care of the young children and give mothers and grandmothers a break. I think it is a very thoughtful gesture.

We had to prepare the food ourselves during the BBQ, so all participants must join in and interact with each other. While the adults were busy grilling, kids were riding bicycles around. The older kids would teach the younger ones how to bike and showed a lot of patience. Biking was not merely a physical activity that day--kids got to learn how to take care of others at the same-



time.

We were busy watching kids interact but forgot to take pictures. If we hold similar activities again, we must capture the moments and share with everyone.

I overheard the following conversation when taking a walk at Luodong Park:

Victim A: I was not planning on coming since no one could come with me.

Victim B: Why not? You will meet more people once you are here.

I think this reflects the true spirit of programs held by AVS Taipei Branch.

(8) Volunteer Sharing No. 8:

After participating in a few care pro-

grams, volunteers have developed rapport with each other. In addition to taking care of their own clients, volunteers also cared for other clients and their families. All the participants I talked to during the event indicated that they want to thank AVS Taipei Branch for putting so much thought into the planning and execution of this program, which allows them to heal physically and mentally.

During the DIY exercise for aromatherapy, participants sitting in the back couldn't hear clearly perhaps due to the room layout. However, they still thought that the program was very interesting. With encouragement from the instructor and volunteers, everyone tried hard to finish their project while acquiring confidence and a sense of



accomplishment along the way.

There was another touching episode during this two-day program. Chairman Huang and his wife participated in the entire program and brought pomelos to share with everyone, filling this BBQ party with joy and laughter.

## 2. Reflections from Training Programs

### (1) Volunteer Sharing No. 1:

The two-day training program was divided into the senior volunteers and associate volunteer categories, which differs from the terms “junior volunteers” used in the past. It makes us feel good because the number of years doesn’t directly correlate with the volunteer’s ability or the time and effort devoted. I think the same should be done in the

future.

The first course was on “Risk and Emergency Management Practice and Skills”. Section Chief You Ren-Jie from AVS headquarters was the instructor. He had experience dealing with the occupational accident at Taichung Mass Rail Transit, the fire at Weierkang Restaurant, and the recent accident involving Dielanhua charter bus, so he was able to teach us both practical experience and skills. Recently, there have been quite a few major accidents in the Taipei Metropolitan area, including the plane crash at Nangang, a dust explosion at Formosa Fun Coast waterpark, Dielanhua charter bus accident, and the accident involving Taipei Mass Rapid Transit. Though these accidents did not occur within the service area





of AVS Taipei Branch, we still need to learn from them and establish risk management mechanism in advance to be prepared with the necessary information, duty assignment and resource distribution. In addition, contact must be established with agencies such as the Department of Social Welfare, Department of Legal Affairs and the Police Department to provide immediate assistance to all agencies, victims and their families in the disaster-stricken areas.

The training on the second day was on "Emotional Reflection and Deep Empathy", as well as "Identification and Handling of Individuals with or at Risk of Mental Illnesses". The two instructors were experienced in both counseling and theories. Trainees were divided into groups to study case studies and shared what each other what they learned. We learned a lot and improved our skills in case-handling.

The percentages of cases involving child abuse, sexual assault, domestic violence, migrant workers and foreign spouses are low at the Branch; AVS Taipei Branch often played a supporting role to other social welfare groups

on these types of cases. However, they are still within the scope of services for the Branch. To acquire interdisciplinary knowledge, it may be beneficial to invite prominent social welfare organizations to share their experiences and counseling skills.

#### (2) Volunteer Sharing No. 2:

I benefited the most from Ms. Chen Yi-Ting's course this time. She mentioned that though the Mandarin pronunciation of "reaction" and "reflection" is exactly the same, the meaning is quite different. I was stunned when I realized it. We had been "reacting" all our lives. This is how we deal with matters at hand. It is indeed difficult to change to "reflecting". With the instructor's patience and repeated instructions during practice, we finally learned that it takes a lot of wisdom to be able to reflect, not to mention reflecting skillfully. I learned a great deal from this program.

Moreover, Mr. You pointed out in his class how to effectively utilize limited manpower in the face of major emergency, and how to maintain contact on a regular basis with the relevant agencies. We have much to learn from the



insights he shared.

Head Prosecutor Sheng presented his class in layman's terms so that volunteers with little experience could also fully understand. The explanation on myths about district prosecutors and erroneous interpretations of legal terms were the most interesting. I believe it was very helpful for improving volunteers' legal knowledge.

Deputy Commander Huang shared basic knowledge that was very helpful for the volunteers with less experience. And as always, Dr. Wang's course was very entertaining with never a dull moment. We were lucky to be able to learn in such a pleasant atmosphere.

### (3) Volunteer Sharing No. 3:

Major crimes occur constantly. The targets of victims support are injured victims and victims' survivors.

Based on the mission and expectations established for victims support, volunteers must understand the characteristics and duties of a volunteer/supporter. Therefore, we must be fully prepared prior to engaging in casework.

We should not wear identification badges during client visits to avoid generating gossips from the neighbors. We must be sincere when expressing our love and care. We must be respectful and be good listeners, paying close attention to any hints of mental or physical needs. We also must establish trust. Please remember not to invest too much emotion and try to keep calm.

During the last course, Instructor Lu asked us to write down our answer to the question, "What do I expect the most from today's course?" I wrote, "Increase awareness and warmth". Let's strive for that!

### (4) Volunteer Sharing No. 4:

While undergoing training as a victims support volunteer, I made reflection on two levels:

#### A. Real actions

I learned to deal with emergency cases without any advanced warning, help others, identify issues quickly, and provide the right information to solve victims and survivors' immediate prob-



lems. The informational video enhanced the volunteers' knowledge, improved our response to emergency management and helped us gain trust from the victims and survivors!

#### B. Psychological challenge

From emotional reflection and empathy training, I learned to put myself in someone else's shoes and to think from others' perspective. I also learned that during emergency cases, volunteers need to listen, accept, support and provide companionship. This training was tantamount to taking a course in psychology and I benefited greatly. This was a great opportunity for volunteers to improve ourselves and grow!

#### (5) Volunteer Sharing No. 5:

First, I would like to thank the AVS for holding this event and Mr. Xu for his



hospitality. I made many friends from Hsinchu and tried excellent and authentic local cuisine.

During the two-day program, the instructor used many different games to teach us what it takes to be a leader, such as conveying messages without spoken words and analysis of tangible qualities, which allowed us to understand and uncover our own personalities and characteristics. This was the first time I join a small group activity like this. Within two days, I have established deeper connection and understanding with the more experienced volunteers.

To be a capable leader of a group, it is necessary to acquire leadership skills, such as the ability to think calmly, communicate, conduct analysis, exercise judgment, and be decisive, responsible,

wise, diplomatic, tolerant, and disinterested. A good leader also needs to identify the right person for the right job. Only someone with all these skills can effortlessly apply different skill sets under different circumstances and scenarios to accomplish the task. It takes experience and continuous learning. It is beneficial to either learn from our own daily lives or from an experienced individual. The setting for this training was quite elegant, which enabled volunteers to receive training and comprehend the materials in a stress-free and open environment. This has been an excellent group learning program.

(6) Volunteer Sharing No. 6:

This training program utilized games and group discussions to encourage participants to recall their childhood memories, explore their own unique personalities and advantages, and think about what they want to do or try in the future.

During the discussion, I learned that the abilities a leader should possess include the ability to execute a project, to exercise judgment, to be accountable, tolerant, inclusive, professional, and to be able to appoint the right person for the right job.

During the game, I also learned the three necessary elements required to accomplish a task – (1) building rapport;





(2) teamwork; (3) leadership's charismatic.

(7) Volunteer Sharing No. 7:

This program was held at the wood-work shop of victims support volunteer Mr. Xu in Hsinchu. During the class, instructor Zhang Jia-Wen incorporated many different games and teaching materials. The class was entertaining and yet educational. Volunteers learned about themselves as well as others in a relaxing environment and grew to understand the importance of teamwork and rapport building.

The games we played in class were all very interesting, and they were embed-

ded with profound meanings, to which we needed to pay close attention in order to understand. To complete the game on the second day, we needed to demonstrate charismatic leadership, rapport and teamwork. A leader must have these three characteristics and to be able to assign the most suitable person for a specific task.

I want to thank the staff at Hsinchu Branch for planning this program and for treating volunteers to local cuisine and overnight stay at the log cabins. The volunteers enjoyed warm exchanges and established close relationships with each other, which will be valuable for sharing experiences on victims sup-



28 Jun., 2017, Head Prosecutor Chen Shu-Yun hosted the victim support meeting



port in the future. Everyone will work better together.

#### (8) Volunteer Sharing No. 8:

During the one and a half days program, there were no handouts and we didn't need to take any notes. With this unconventional teaching method, we didn't need to sit in the classroom and concentrate on listening. Therefore, none of us dozed off. What we had were non-stop activities. We had to focus on thinking, experiencing, and letting everything sink in. We learned about the criteria of leadership. The leader of a team must be accountable and wise. That entails judgment, decision-making, expertise and communication. A leader needs to be fair and be able to forge harmony and rapport within the team. A leader also needs to understand the team members. This is what we learned from the instructor on the first day.

The instructor asked us to write down the changes that took place in victims support within the past year and what we have gained from the experience. I thought about what had happened. My mother passed away, I had health problems and my volunteer duties

changed. I went from feeling unstable and unfamiliar with the volunteering work to full understanding. The training had been hard, but I was determined to find the time somehow and keep taking the classes. The hard work did not go unrewarded. I now understand myself better and know how to communicate with victims and survivors more effectively. I have empathy. I know how to comfort others properly. My mindset has changed, and I am applying what I learned on the clients. I am also more forgiving toward myself. I would like to thank the instructor for giving me an emotional outlet because I was starting to blame myself after my mother's death.

On the second day, the instructor used board games to demonstrate successful applications of the skills mentioned on the first day. Leading a team and accomplishing the mission successfully is not about luck but rather strategy. The strategy must be modified along the way. A leader must consider possible risks and lead the team members toward the right direction. It's important to know the team members well enough in order to apply their skills where needed. Good job, everyone!



## Promotional Activities



Chairperson Huang led the Branch representatives to Sung Shan Cih Huei Temple

Chairperson Huang led the Branch representatives to Rotary Club of Taipei Southeast to promote victims support



Chief Prosecutor Hsing led the Branch representatives to Rotary Club of Taipei Chung Hsiao to promote victims support.



Promotional Video by Association for Victims Support