

WAYS TO GET INVOLVED

First Response Volunteers Team



About the Pregnancy Care Centre Toronto

We envision a city where no woman faces an unexpected pregnancy alone, where every mother and father has access to care, support, and community, and where parents and their unborn children are treasured by all.

Pregnancy Care Centre in Toronto was started in 1984 by church leaders who believed in the beauty and sanctity of human life and were personally convicted that sacrificial and compassionate care was the most appropriate Christian response to a woman or family with an unexpected pregnancy. The support of the church community in Toronto has remained a vital link to our capacity to offer greater support to families during their pregnancy and provide long term care for their families as well.

Your church has entered into a ministry agreement with the Pregnancy Care Centre Toronto so that more families can thrive with support and community.

UNDERSTANDING THE
FIRST RESPONSE
NETWORK (FRN)

PEER SUPPORT
WORKERS (SW) AND
OTHER FRN
OPPORTUNITIES

MANAGING
EXPECTATIONS

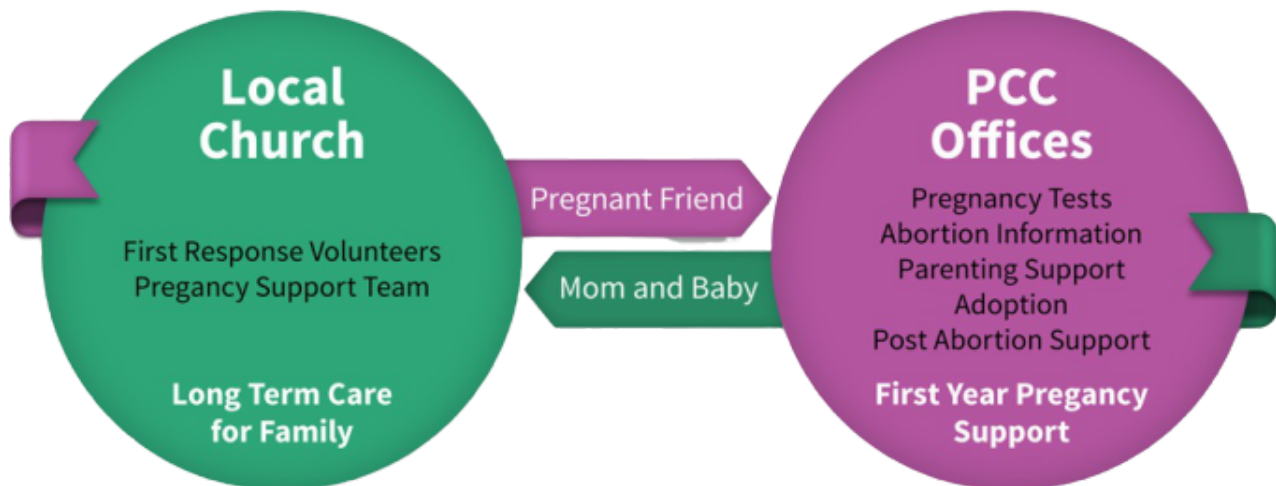
OTHER VOLUNTEER
OPPORTUNITIES

UNDERSTANDING THE First Response Network (FRN)

As part of a PCC Joint Ministry Church

WHAT IS THE FRN?

The First Response Network (FRN) is the Pregnancy Care Centre's outreach program which bridges relationships between churches in Toronto with families with unexpected pregnancies who are seeking support and Christian community. Churches in the PCC's First Response Network have a team of trained members who extend hospitality, care, and love to families seeking community support.



The First Response Training

The First Response Training is the first step for many individuals in churches who want to learn how to offer compassionate support and a life-affirming response to a friend, family member, or neighbour who is experiencing an unexpected pregnancy. Just as with administering first aid, one's initial actions are important. The very first response that a woman and her partner hear may be the reason they choose to have a baby or have an abortion. During this training, participants will better understand these issues from a personal and biblical perspective, as well as learn response skills to extend help and hope.

Joining the Pregnancy Support Team in your Church

Churches in the PCC's First Response Network greatly enhance the care and support we can offer families with a team of trained volunteers who serve the PCC Toronto in different ways.

Requirements to serve on your church's Pregnancy Support Team

- Approved application by church leadership
- Signature of an agreement with PCC Toronto Core Statements
- Vulnerable sector check
- Completed First Response Training

As approved team members for your church, we encourage you, as there is opportunity, to serve as a bridge to help PCC families get connected with families in your church.

FRN Volunteer Opportunities



Peer Support Worker (SW)



Time commitment:
3 hour shifts
once or more a month



Who can serve:
Women



Location:
PCC Office

Training: First Response Training, Mentoring from PCC Staff

Peer Support Workers are women who are in a position to make a regular commitment to serve alongside a PCC staff member in one of the PCC Offices in Toronto. Peer Support Workers serve for a 3 hour scheduled shift. As part of our abuse prevention policy, there must be a minimum of 2 people in the office so that our staff can serve the women and families who come to us for support. This volunteer opportunity requires a great commitment as the volunteer's presence fulfills this policy.



What should you expect?

When you start a shift, the PCC staff member will seek your help with some administrative duties that can involve phone calls to new moms, tidying the office to receive clients or making preparations to serve scheduled guests a hot or cold drink.

During the evening you should expect to participate in all or a combination of the following three activities which we call the 3 P's:

Prayer: You and the PCC staff worker will intercede for the families and the pressing concerns of all men and women who came to PCC.

Promotion of Services: You may be involved in sending flyers, making phone calls or visiting nearby churches, community service agencies, and medical services close to the First Response Centre. The PCC staff member will make it clear what you need to do or say if you are making calls. These activities are logged on the computer so that we can provide good follow-up and establish a local referral network.

Provision of Services: You will sit in scheduled sessions with the PCC staff member. Together with a PCC staff member, you will attend to those making an appointment for a pregnancy test, wanting to talk about pregnancy options, or seeking other services of the PCC. The Peer Support Worker offers emotional support so that each woman knows she is not alone in her time of personal crisis. Your primary role will be to listen, pray, and participate in the discussion as requested by the PCC staff member. You may be asked to tell about the activities in your local church and have the opportunity to invite a family to your church.

“

God has truly shown me how He can do great things through the little things - the phone calls, text messages, times of openness, story-telling and memories, tears and laughter, prayers, and the many other meaningful moments that I have had the privilege of sharing with PCC clients.

...

God is always at work and is touching many hearts and lives through the PCC, and I am so blessed to be a part of the great and little things that He is doing. Can you see God's love in the little things?

- Sabrina Y.

Peer Support Worker

Interested?

Please contact the PCC Team Leader
in your local church

Life Boat Program Support Worker

 Time commitment: 4-6 one hour sessions (based on availability)  Who can serve: Individuals or couples  Location: PCC office or video conference

Training: First Response Training, Life Boat Training Manual, Mentoring from PCC Staff

Life Boat Program Support Workers help women or couples who have asked for support as they plan for their future as well as their baby's future. Life Boat is a parenting preparation program designed to help first-time moms/parents work through the emotions, expectations, relationship issues and goals associated with parenting. The questions are designed to trigger discussion, encourage self-awareness, and provide a realistic picture of parenting. These sessions are meant to be offered individually with a mom (or couple) and volunteer(s). The role of the Life Boat Support Worker is to ask questions and listen to responses with the intent of developing friendship support and connection to the church community. The Life Boat Support Worker debriefs with PCC staff after each session and writes up a note for the client's record.

“ Before (life boat) I rarely read the bible now, I do
PCC MOM

Men's Support Worker

 Time commitment: occasional case by case basis  Who can serve: Men  Location: Phone

Training: First Response Training, instructions for each case provided by PCC staff

The PCC's Men's Support is offered to soon-to-be fathers looking for mentorship support as they go through different experiences with their partner's pregnancy. Often men preparing to become dads need help finding work, planning for their future, and thinking about how their role will change when their baby is born. There might also be interest in getting help with budgeting, purchasing baby items, or assessing the safety and adequacy of housing with a new baby.

Community Outreach Worker



 Time commitment: occasional case by case basis  Who can serve: individuals or couples  Location: In community

Training: First Response Training, Safety protocol reviewed by one of PCC staff

Many families have needs in their homes and community. This can include help with moving apartments, delivery of baby items, help with cleaning, rides going to doctor appointments, rides to the hospital, or offering an encouraging word at a local coffee shop. Community Outreach Workers are available to consider requests on a case-by-case basis. Male and female workers are needed. These service requests are sent to the church's Team Leader and coordinated with the PCC staff who is connected to the mom or couple asking for help. After the service project is completed, the Team Leader reports back to the PCC staff that the task is completed and provides any follow-up feedback. Confidential information about her/their location and her/their phone number is not kept unless she/they specifically tell the team members she/they want to stay in contact. Most moms/couples want to maintain the connection with those who helped them and are often interested in visiting the church of those who served them.





Spiritual Support Volunteer



Time commitment:
30 – 60 minutes
a week



Who can serve:
Individuals



Location:
Phone

Training: First Response Training, Orientation by PCC staff

Spiritual Support Volunteers are willing to make regular phone calls to a PCC client who is interested in reading Scripture and praying with someone on a regular basis. Many times pregnancy will encourage parents to think about being in a right relationship with the Lord. For some who have never heard the Gospel, they will want to hear Scripture that helps them understand how they can be at peace with God through Christ. Others will want the accountability of another Christian to pray and read Scripture during a particularly challenging time in their life. Clients requesting spiritual support are generally open to invitations to church and to meet other families in your congregation.



Home Visit Volunteer



Time commitment:
occasional
case by case basis



Who can serve:
Individuals or couples



Location:
visiting a new mom in her
home (2 volunteers)

Training: First Response Training, instructions for each case provided by PCC staff

Home visits by volunteers are designed to reduce anxiety of a new mom by providing non-professional care. Some of our new moms experience extreme loneliness and require more practical, hands-on support while recovering from labor and delivery. For this reason, the PCC is willing to facilitate home visits and connections with volunteers who can provide her with emotional, spiritual and practical help. The goal will be to ensure that no mother is forgotten or alone in this challenging life transition. A PCC staff member will set up and monitor volunteer home visits.



Managing Expectations



*Sometimes, serving for the PCC can be different than what we expected.
We would like you to reflect on a few things:*

NO SHOWS

It is not uncommon for women or couples going through a crisis pregnancy to cancel and rebook an appointment several times. The news of the pregnancy can cause great stress and often the anxiety of talking about a difficult issue can cause some people not to come. Don't be discouraged. God allowed us the opportunity to connect with these people by phone and extend help and hope. Pray that God would continue to be at work in the circumstances and that the individuals will connect at a later date. We give thanks that Pregnancy Care Centre's offices are places where arms are outstretched to help.

HELPING THOSE WHO WILL NEVER COME TO YOUR CHURCH

You may be serving people who are not living close to your church or who have no interest in accepting an invitation to visit your church. Don't be discouraged. Serve them wholeheartedly and show them the love of Christ. The Lord will be faithful to work in their hearts.

FRIEND, NOT FIXER

Remember that your volunteering is an opportunity to build friendships with families so you can point them to your Saviour and to worship at your church. Don't expect to "fix" all her/their problems. You are not the Holy Spirit! You are not her/their Saviour. You are there for support and encouragement, but you're not responsible for changing her/them.

FAITHFULNESS, NOT THE SPECTACULAR

Sometimes the service tasks might seem insignificant or unspectacular. Remember that the little things count. We have made someone else's concerns our concerns. What is important to them is an important task to us, because we want to show them they are not alone. Our Lord has called us to faithfulness.

ALWAYS LEARNING

You may come across situations that are new to you and you were not expecting. Please be flexible and willing to learn. Your PCC staff liaison wants to help you and make your volunteer experience a good one with clear expectations. If you have any concerns, please let us know. Each person and circumstance is different. We are committed to becoming better at what we do. We are also committed to providing ongoing training for you and your team. Each volunteer should be prepared to attend one refresher training a year.



Thank you for serving as a First Response Team Volunteer. We are stronger working together with you and your church.



Other Volunteer Opportunities

There are many ways other areas to volunteer. We are always looking for those with skills to help in the following areas:

- Promotion (tabling events, distribution of literature)
- Marketing (photography, graphic design, translation, social media)
- Systems support (Salesforce, Workato, WordPress)
- Professional Support (legal, job search skills, prenatal education)



Photographer Volunteers



Time commitment:
Occasional as
opportunities arise

The PCC is looking for 3-4 photographer volunteers who can take pictures at special events. More details will be provided to those who are interested.

Next event: PCC Annual Dinner

**Date and time: Saturday, Nov 6th, 2021
at 4-9 PM**

Writing & Storytelling:



Time commitment:
Occasional as
opportunities arise

Storytelling is an important piece of our communication. If you are a skilled writer, we could use your help communicating our client stories in a compelling and attractive way.

Podcast & Video Transcript:



Time commitment:
Occasional as
opportunities arise

This volunteer will help to get the transcript of video recording and radio interviews so that we can repurpose our client stories and share them in different formats.

Promotional Outreach



Time commitment:
Occasional as
opportunities arise

We have many volunteer opportunities to come alongside us in outreach and promotion. The PCC staff need volunteer support to help at promotional events in the community (concerts) and church events (conferences), sharing information with community service organizations, and distributing contact information in target communities (college and university campuses, places where newcomers to Toronto are helped).

Social Media Content Creator:



Time commitment:
1-2 hours a week

If you have good skills with social media and would like to help in the content creation for both client-facing and church-facing communications, this may be a great opportunity for you. We are looking for 2-3 volunteers to help with social media content creation and graphic design for Facebook, Instagram and Snapchat, and to help us optimize the content in both of our YouTube channels.

Interested? Please contact the PCC Team Leader in your local church

Next Steps



- 1** Contact your church's Team Leader for an application form.
- 2** Submit your application to your Team Leader.
- 3** Once reviewed and approved, you will be asked to sign PCC Toronto's core statements and provide a vulnerable sector check to complete the records the church is required to keep for you.
- 4** Attend a First Response Training. This 2-hour training is given virtually and in-person regularly. Ask your church's Team Leader for information about the next training date.



Your Church Team Leader is:

You can contact him/her at:

PCC Toronto Office Locations

North York & Hispanic

15 Hove Street, Suite 100 North York, ON
M3H 4Y8 (Bathurst & Sheppard)

Scarborough

7601 Sheppard Avenue East, Scarborough, ON
M1B 2Y7 (Morningside & Sheppard)

Downtown (UofT)

47 Queen's Park Crescent East, Toronto, ON
M5S 2C3 (Queen's Park East & Wellesley West)

Richmond Hill

11251 Bayview Avenue, Richmond Hill, ON
L4S 1L8 (Bayview & Elgin Mills East)