



HELPING WOMEN NOW

FAQ'S/ Q&A'S



HELPING WOMEN NOW

Acuity is the scheduling system we are using to track appointments. You can schedule and see appointment availability for different career specialists and services.

Zoom is the video system we are using during these scheduled meetings.

VOLUNTEERS

I am a volunteer for Dress for Success Vancouver, how can I help?

You can help by joining our Helping Women Now campaign as a peer-to-peer support volunteer through one on one appointments. There are training sessions on Tuesdays at 11 am & 7 pm, and Saturdays 11 am & 3 pm. To sign up for volunteer sessions, please email volunteers@dfsvanancouver.org (registration is required).

I do not currently volunteer with Dress for Success, but would like to help out. What can I do?

We always welcome new volunteers. Please complete this [form](#).

Someone from our team will be in touch to chat about what we have available at this time.

What are the requirements for volunteering for Helping Women Now?

- Do you have access to a video conference compatible device (computer, iPhone, Android, iPad, etc.) and stable wifi?
- Are you able to use Zoom? Dress for Success will provide a Zoom account to use during all sessions and train you on the safe use of the program.
- Are you willing to go through a short telephone interview and a 40 minute training session on best practices (held every Tuesday and Saturday)?

Who can sign up for appointments?

Dress for Success Vancouver is a charity that serves women. If you are a woman or someone who identifies as a woman, and you are looking for support through our services, you can sign up for a variety of different appointments:

- Accessing Government Services
- One-on-One Career Support
- One-on-One Peer Support
- Online Workshops

You do not need to be a current or past client of DFS Vancouver, these programs are open to all women and those who identify as women.

CLIENTS

What types of appointments do you offer through Helping Women Now?

We are offering:

- Peer Support One-on-Ones
- Assistance with applying to Government benefits
- Virtual Career Support
- Online Workshops (late April/early May 2020)

How can I book an appointment?

We are using a program called Acuity to book appointments. If you know what type of service you need, please click on the appropriate link below to book an appointment. If you aren't sure, please complete [this survey](#) and a member of our team will be in touch.

- If you need help applying for Government benefits, please click [here](#).
- If you are looking for Virtual Career Support, click [here](#).
- If you want to book a Peer Support appointment, click [here](#).
- If you are interested in any online workshops, please sign up here - [link available soon](#).

Is this program open to anyone?

Dress for Success is committed to serving and creating safe spaces for women and those who identify as women. We are not accepting men as clients at this time.

How are the appointments being held?

Appointments are being held through Zoom, a video conferencing system. Zoom can be used on a desktop, laptop, smart device (iphone/android/ipad/tablet) or by dialing in through a phone (please note for phone calls, your regular service provider rates will apply). If you do have any issues, please contact hello@dfsvanancouver.org.

APPOINTMENTS

Can I request a specialist or volunteer?

Our appointments are done on a first-come first-served basis. This means we cannot guarantee a certain specialist or volunteer unless that volunteer has communicated a confirmed meeting. Our appointments match with volunteers who may be able to best suit your needs.

What can I talk about in the Peer Support One-on-Ones?

These meetings are a support option for you to discuss whatever you would like. Whether you need help accessing community resources or just someone to talk to during this time, our volunteers are here to listen. Please note, our volunteers are not trained counsellors and cannot offer legal advice. Should you need access to those services, our volunteers are able to provide information about resources that are currently available.

CERB/SERVICE CANADA QUESTIONS

Where can I find information about how to apply for the Canada Emergency Response Benefit (CERB)?

Please go to this link [here](#)

What do I need in order to apply for CERB?

- You have not applied for Employment Insurance (EI) already or are self-employed.
- You are residing in Canada
- You are at least 15 years old
- You have stopped working because of reasons related to COVID-19 or are eligible for Employment Insurance regular or sickness benefits or have exhausted your Employment Insurance regular benefits between December 29, 2019 and October 3, 2020
- You had employment and/or self-employment income of at least \$5,000 in 2019 or in the 12 months prior to the date of your application
- You have not quit your job voluntarily.
- When submitting your first claim, you cannot have earned more than \$1,000 in employment and/or self-employment income for 14 or more consecutive days within the four-week benefit period of your claim.
- When submitting subsequent claims, you cannot have earned more than \$1,000 in employment and/or self-employment income for the entire four-week benefit period of your new claim.

I need help applying for CERB, what do I do?

If you do not have access to a computer, Service Canada is able to take appointments by phone. Please call, 1-800-959-2019 or 1-800-959-2041 and follow the instructions when prompted. If you have access to a computer, but would like support through the application process, please see what appointments our team has available [here](#).

What resources are still available for food delivery in the Greater Vancouver Area?

Please refer to our reference guide for FOOD resources. As this is an evolving situation, DFS Vancouver staff are constantly in touch with our community partners to ensure that the resources listed are as up to date as possible. If there is a resource that is not listed but should be, please email it to programs@dfsvancouver.org.

What financial aid is there for renters?

The BC Temporary Rental Supplement (BC-TRS) Program is attached [here](#) and offers up to \$500 towards rent expenses if you have dependents and up to \$300 if you do not have dependents. More information can be found on the site and on our resource page.

ZOOM

How do I join a zoom call?

- If you go to zoom.com and click the blue button that says “Join a Meeting” there will be an option to enter a meeting ID. The meeting ID is a 11 digit number that will be provided to you.
- You can also join Zoom through your smart device. Simply download the Zoom app through the app store or google store and enter the meeting code when prompted. There are dial in options for those without the internet or a smart device. Please let a DFS staff member know if that is the case and we will assist you in providing details on how to dial in.
- Please note if you are volunteering for DFS Vancouver, you will need access to a device capable of using Zoom.

How do I show video and use my microphone on my computer?

- Sometimes Zoom calls start with your camera and microphone off. In the bottom right corner, there is an audio button and a video button. Selecting those will give you the options to turn on the camera and microphone to your computer.
- Sometimes there will be a message when you join the conversation saying “join with computer audio”. Selecting this option will turn your audio on so other participants can hear you.
- If people cannot hear you or you cannot hear others, check to see if your computer is muted from your keyboard.

PRIVACY

There have been privacy issues with Zoom. How can I be sure that these won't affect my appointment?

DFS Vancouver is aware of the security issues that have been highlighted. We have updated our policies to reflect recommendations. We are constantly monitoring the situation and in the event that a breach does occur, we will notify all clients and volunteers immediately. Should any workshops or training need to be recorded, participants will be notified prior to the start of the appointment. Recorded sessions are not distributed outside of the Dress for Success Organization.

What about personal information?

DFS Vancouver does not share information with outside parties. Any information shared with DFS Vancouver is done in the strictest of confidence. All volunteers have signed NDA's and privacy waivers to ensure that information is not shared outside of the meeting.

How will DFS Vancouver use personal information that I provide?

DFS Vancouver will only use your information to better respond to your personal needs. We are fully compliant with government regulations and privacy legislation on the retention and use of personal information. DFS Vancouver does not share information for the purposes of marketing. Staff or designated volunteers may reach out to clients after their appointments to check-in or do follow up as needed.