

MY VIEW



Founder Wayne Fortin



10 AMAZING QUALITIES OF TIP VOLUNTEERS

1. **TIP VOLUNTEERS ARE LEADERS** who care passionately about the growth of the TIP organization and about the health of their respective affiliates. TIP volunteers are not “just volunteers.” They are leaders who help TIP national establish new affiliates and who help to operate their local affiliates by dispatching, training, scheduling, mentoring and much more.
2. **TIP VOLUNTEERS POSSESS AMAZING HELPING SKILLS:** Those who have witnessed TIP volunteers in action come away in awe at their ability to enter unknown situations to help strangers who are usually experiencing the worst time in their lives. Although TIP volunteers are well trained, every TIP call presents unique challenges requiring them to be creative, flexible and resourceful.
3. **TIP VOLUNTEERS ARE UNASSUMING AND HUMBLE:** They do their amazing work without bluster or fanfare. Upon completion of their TIP calls they quietly return to their normal lives without talking to others about their good works and without expecting anything in return.
4. **TIP VOLUNTEERS ARE COURAGEOUS:** Human beings fear the unknown. TIP volunteers face the unknown on every TIP Call. When they respond to TIP calls, they are responding to a BIG UNKNOWN... the location is unknown, the clients are unknown and what the client will need is unknown. That takes courage.
5. **TIP VOLUNTEERS ARE ACTION ORIENTED:** When they are called... they just go. They just do it! When called upon to do something very new and challenging (responding to a major critical incident, for example) TIP volunteers say, “*Yes, I can do that,*” or “*Bring it on.*” While others talk about compassion, TIP volunteers simply put their compassion into action... day in and day out.
6. **TIP VOLUNTEERS ARE GENEROUS:** They donate their most precious resource to the community... their time. Each TIP volunteer donates over 500 hours annually. TIP volunteers are busy people with families and jobs, but they find the time to help others because it's important to them.
7. **TIP VOLUNTEERS USE THEIR HELPING SKILLS AND EXPERIENCE OUTSIDE OF THEIR TIP ROLES:** TIP volunteers use their TIP skills in their everyday lives outside of TIP when

tragedy strikes in their families, workplaces and neighborhoods. TIP volunteers never lose their desire and ability to help others even when they “retire” from TIP. They are assets to their communities throughout their lifetimes.

8. **TIP VOLUNTEERS IMPROVISE:** TIP volunteers are faced with situations on TIP Calls where there is not a simple solution. In most of these situations, THE BOOK (TIP Training Manuals) does not provide direction. TIP volunteers must rely on their own wits and their ability to improvise. And what amazing improvisors they are!
9. **TIP VOLUNTEERS ARE RESILIENT:** They willingly enter emotionally fiery situations, and usually return to their lives unscathed. While the TIP organization does what it can to care for volunteers, TIP volunteers come to TIP as resilient human beings. When they become TIP volunteers, they find ways to care for themselves and each other.
10. **TIP VOLUNTEERS ARE ROLE MODELS:** There are many people who witness TIP volunteers in action and are affected by them. First, those in the TIP volunteer’s personal life observe the volunteer as they train to become a TIP volunteer, rearrange their life to be on call and respond to calls at all hours. Witnessing this commitment to helping others often motivates family members and friends to become helpers themselves. For example, many children of TIP volunteers pursue careers in nursing, social work and other helping professions. Second, there are usually others on crisis scenes with TIP volunteers (friends of the survivors, neighbors, emergency responders) who witness volunteers in action. These observers receive an up-close education in how to help others in crisis. In short, TIP volunteers not only touch the lives of survivors of tragedy, they motivate and teach others to be effective helpers in their own lives.