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Help HELP help

To the man in the street it is "a group of volunteers who are there to help with whatever problems you may have from cooking a roast to personal troubles".

Student Help, located in SUB 250, certainly fulfills this function but there is more to the organization than meets the eye. It assists the person looking for aid in finding the

solutions to the problem himself.

"First our volunteers help them to focus on what the essential aspects are of the problem," says Student Help director Kim McKenzie, "and after this has been clarified we look at alternative solutions."

This campus is so large with such a huge student population that, as a result, it becomes very impersonal. Faced by academic and social pressures many students need someone to talk to in order to relieve their mounting frustrations.

To attempt to meet this need, "Help" was formed a number of years ago. "The two keystones of our philosophy are caring and sharing," says McKenzie. There is a need for someone to listen, sit down and talk to no matter how much time is involved. The best way to accomplish this is in a loose informal service where a person can either phone (432-4266) or drop in for a rap session over a tea. Counselling is, of course, confidential.

The staff of Help are fellow students who "willingly make space in their lives for others," says assistant director Ken Turner. Volunteers come for a number of reasons. Many have been through the mill themselves and are using this as a way to reach out to others who now

are in a similar boat. All potential volunteers are welcome but must be carefully screened. The successful applicant is usually chosen for his personal characteristics of warmth, ability to relate to others, and capacity to accept the ideas and philosophies they may have. No professional qualifications or training is necessary.

The volunteer once accepted for a probationary period of one month, not only gains office experience but must receive a given amount of training. Communication skills are taught and the volunteer is taught to understand situations better, by seeing beyond the lines and being more aware of emotional interaction.

At the end of this one month period the candidate may join the permanent staff, if there is mutual agreement between the volunteer and the director. The time table for working roughly coincides with the class times. A member works during the week for three hours somewhere between the office hours of 11 a.m. to 10:30 p.m. during the week, and 7:30 p.m. to 10:30 p.m. on

weekends.

According to McKenzie the greatest asset of Help is the individuality of the volunteers. Each has his or her own strengths and weaknesses as well as capacity to deal with various situations. In addition to this asset, Help also has the support and backing of many groups off campus such as Welfare, and birth control. They also have an extensive file of campus and community information.

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