



I do crisis response. I do intake into our general program, provide crisis support, grounding, referral to different services, and I oversee the sexual assault response team.

There's no typical day. I may spend one week in a Supreme Court hearing. The next week I'm working with someone who's just starting a police report, or someone who was sexually assaulted the day before.

I take on a lot of roles that aren't reflected in my job description. I do everything from policy development to statistics to file maintenance to what's actually in my job description.

My work helps clients find a path that feels comfortable for them going forward. It's helping people find the option that feels right. It's making sure they know they have the ability to change their mind. I help advocate for that change if necessary.

I'm rewarded when I see someone come out the other end of whatever choices they make and get strength from the processes they've been through. Within everyone, even someone who has experienced massive trauma, there's always this kernel of resilience. It's an honour and a privilege to help nurture that resilience and help it flower in each individual.

Karen Wickham is a Crisis Line Support Worker at the Women's Sexual Assault Centre in Victoria. She has been a community social services worker for nearly 25 years.

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