

**Distress Line Volunteer Training**

**September 2017**

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| Weekday | Date | Time | Session |
| Saturday | Sept 16 | 8:30 a.m. – 12:00 p.m.1:00 p.m. – 4:30 p.m. | Introduction to Crisis TheoryCrisis Intervention and Communication Skills |
| Wednesday | Sept 20 | 5:30 p.m. – 9:00 p.m. | Call ManagementObservation Shift 1\* |
| Saturday | Sept 23 | 8:30 a.m. – 1:00 p.m.1:00 p.m. – 4:30 p.m. | Working with Diverse PopulationsCommunity Resources, Mental Health and Addictions |
| Wednesday | Sept 27 | 5:30 p.m. – 10:00 p.m. | Supportive Listening Role Play |
| Saturday | Sept 30 | 8:30 a.m. – 12:00 p.m.1:00 p.m. – 4:30 p.m. | Suicide ISuicide II |
| Wednesday | Oct 4 | 5:30 p.m. – 10:00 p.m. | Suicide Role Plays |
| Saturday | Oct 7 | N/A | No class due to Thanksgiving long weekend |
| Saturday | Oct 14 | 8:30 a.m. – 12:00 p.m.1:00 p.m. – 4:30 p.m. | Family Violence IFamily Violence II |
| Wednesday | Oct 18 | 5:30 p.m. – 10:00 p.m. | Family Violence Role PlaysObservation Shift 2\* |
| Saturday | Oct 21 | 8:30 a.m. – 1:00 p.m. | Third Party Role Plays |
| Wednesday | Oct 25 | 5:30 p.m. – 10:00 p.m. | Everything Role Plays |
| Saturday | Oct 28 | 8:30 a.m. – 1:00 p.m. | Final Role Plays |
| Saturday | Nov 4 | 8:30 a.m. – 12:00 p.m. | Orientation  |
| Wednesday | Jan 10 | 5:30 p.m. – 9:30 p.m. | Commencement  |

\* Trainees will schedule themselves for two, 2 hour Observations Shift in the contact centre during the training program. One Observation Shift will need to be scheduled between Sept 20th and Oct 4th and the second Observation Shift will need to be scheduled between Oct 18th and Nov 1st.