



Canadian Mental
Health Association
Edmonton
Mental health for all

Distress Line Volunteer Training

June 2025

Weekday	Date	Time	Session
Tuesday	June 10	6:30 p.m. - 8:30 p.m.	1. Introduction
Saturday	June 14	9:00 a.m. – 11:00 a.m. 12:00 p.m. – 2:00 p.m.	2. Inclusive Practice Part 1 3. Inclusive Practice Part 2
Tuesday	June 17	6:30 p.m. – 8:30 p.m.	4. Grief, Loss, and Trauma
Saturday	June 21	9:00 a.m. – 11:00 a.m. 12:00 p.m. – 2:00 p.m.	5. Crisis Intervention Model 1 6. Crisis Intervention Model 2
Tuesday	June 24	6:30 p.m. – 8:30 p.m.	Observation Shift #1
Saturday	June 28	NO TRAINING	CANADA DAY LONG WEEKEND
Tuesday	July 1	NO TRAINING	CANADA DAY LONG WEEKEND
Saturday	July 5	9:00 a.m. – 11:00 a.m. 12:00 p.m. – 2:00 p.m.	7. Responding to Suicide 1 8. Responding to Suicide 2
Tuesday	July 8	6:30 p.m. – 8:30 p.m.	Observation Shift #2
Saturday	July 12	9:00 a.m. – 11:00 a.m. 12:00 p.m. – 2:00 p.m.	9. Responding to Violence 2 10. Responding to Violence 2
Tuesday	July 15	6:30 p.m. – 8:30 p.m.	11. Call Management
Saturday	July 19	9:00 a.m. – 11:00 a.m.	12. Information & Referrals, Ethics 13. Mental Health and Substance Use
Tuesday	July 22	6:30 p.m. - 8:30 p.m.	14. Risk Management
Saturday	July 26	9:00 a.m. – 11:00 a.m.	15. On Line Crisis Chat
Tuesday	July 29	6:30 p.m. – 8:30 p.m.	16. Telephone Follow Up
Monday	Sept 17	6:30 p.m. – 8:30 p.m.	Commencement Night!

As part of the training program, volunteers are required to complete Monitoring shifts see pg. 2 for the Monitoring shift schedule.

Distress Line Volunteer Training: Monitor Shifts

June 2025

As part of the training program, volunteers will schedule themselves for a weekly 4-hour Monitoring shift for 10 weeks. **The Monitoring shifts are mandatory.**

During your monitoring shifts you will be taking Distress Line calls with 1 to 1 support of a senior Distress Line Listener.

Options for shift times are below. You will let us know your top 3 options for your weekly shifts that you must commit to for the duration of that phase. Once screening is complete you will be assigned and notified of your monitor shift time.

July 6, 2025 – September 13, 2025

<input type="checkbox"/> Option #1	Sunday	13:00-17:00
<input type="checkbox"/> Option #2	Monday	13:00-17:00
<input type="checkbox"/> Option #3	Monday	17:00-21:00
<input type="checkbox"/> Option #4	Tuesday	13:00-17:00
<input type="checkbox"/> Option #6	Wednesday	13:00-21:00
<input type="checkbox"/> Option #7	Wednesday	17:00-21:00
<input type="checkbox"/> Option #9	Thursday	13:0 – 17:00
<input type="checkbox"/> Option #10	Thursday	17:00-21:00
<input type="checkbox"/> Option #11	Friday	13:00 – 17:00
<input type="checkbox"/> Option #12	Friday	17:00-21:00