

**Distress Line Volunteer Training**

**April 2018**

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| Weekday | Date | Time | Session |
| Monday | April 9 | 5:30 p.m. – 9:00 p.m. | Introduction to Crisis Theory  Observation Shift 1\* |
| Wednesday | April 11 | 5:30 p.m. – 9:00 p.m. | Crisis Intervention and Communication Skills |
| Monday | April 16 | 5:30 p.m. – 9:00 p.m. | Call Management |
| Wednesday | April 18 | 5:30 p.m. – 9:00 p.m. | Working with Diverse Populations |
| Monday | April 23 | 5:30 p.m. – 9:00 p.m. | Community Resources, Mental Health and Addictions |
| Wednesday | April 25 | 5:30 p.m. – 10:00 p.m. | Supportive Listening Role Play |
| Monday | April 30 | 5:30 p.m. – 9:00 p.m. | Suicide I |
| Wednesday | May 2 | 5:30 p.m. – 9:00 p.m. | Suicide II |
| Monday | May 7 | 5:30 p.m. – 10:00 p.m. | Suicide Role Plays |
| Wednesday | May 9 | 8:30 a.m. – 12:00 p.m. | Family Violence I |
| Monday | May 14 | 5:30 p.m. – 9:00 p.m. | Family Violence II  Observation Shift 2\* |
| Wednesday | May 16 | 5:30 p.m. – 10:00 p.m. | Family Violence Role Plays |
| Wednesday | May 23 | 5:30 p.m. – 10:00 p.m. | Third Party Role Plays |
| Monday | May 28 | 5:30 p.m. – 10:00 p.m. | Everything Role Plays |
| Wednesday | May 30 | 5:30 p.m. – 10:00 p.m. | Final Role Plays |
| Wednesday | June 6 | 5:30 p.m. – 9:00 p.m. | Orientation |
| Monday | July 30 | 5:30 p.m. – 9:00 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 Apr 12thand April 24thand the second Observation Shift will need to be scheduled between May 15th and May 27th. These hours will be IN ADDITION TO the hours presented in this schedule.