

Distress Line Volunteer Training

April 2018

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
Monday	June 4	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 12th and April 24th and 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.