

**Distress Line Volunteer Training**

**January 2018**

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| Weekday | Date | Time | Session |
| Saturday | Jan 20 | 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 | Jan 24 | 5:30 p.m. – 9:00 p.m. | Call ManagementObservation Shift 1\* |
| Saturday | Jan 27 | 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 | Jan 31 | 5:30 p.m. – 10:00 p.m. | Supportive Listening Role Play |
| Saturday | Feb 3 | 8:30 a.m. – 12:00 p.m.1:00 p.m. – 4:30 p.m. | Suicide ISuicide II |
| Wednesday | Feb 7 | 5:30 p.m. – 10:00 p.m. | Suicide Role Plays |
| Saturday | Feb 10 | 8:30 a.m. – 12:00 p.m.1:00 p.m. – 4:30 p.m. | Family Violence IFamily Violence II |
| Wednesday | Feb 14 | 5:30 p.m. – 10:00 p.m. | Family Violence Role PlaysObservation Shift 2\* |
| Saturday | Feb 17 | N/A | No class due to Family Day long weekend |
| Wednesday | Feb 21 | 5:30 p.m. – 10:00 p.m. | Third Party Role Plays |
| Saturday | Feb 24 | 8:30 a.m. – 1:00 p.m. | Everything Role Plays |
| Wednesday | Feb 28 | 5:30 p.m. – 10:00 p.m. | Final Role Plays |
| Wednesday | Mar 7 | 5:30 p.m. – 9:00 p.m. | Orientation  |
| Wednesday | April 25 | 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 Jan 24th and Feb 7th and the second Observation Shift will need to be scheduled between Feb 14th and Feb 28th. These hours will be IN ADDITION TO the hours presented in this schedule.