

**Distress Line Volunteer Training**

**September 2018**

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| Weekday | Date | Time | Session |
| Saturday | Sep 22 | 8:30 a.m. – 12:00 p.m.1:00 p.m. – 4:30 p.m. | Introduction to Crisis TheoryCrisis Intervention and Communication Skills |
| Thursday | Sep 27 | 5:30 p.m. – 9:00 p.m. | Call ManagementObservation Shift 1\* |
| Saturday | Sep 29 | 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 |
| Thursday | Oct 4 | 5:30 p.m. – 10:00 p.m. | Supportive Listening Role Play |
| Saturday | Oct 6 | N/A | No class due to Thanksgiving long weekend |
| Saturday | Oct 13 | 8:30 a.m. – 12:00 p.m.1:00 p.m. – 4:30 p.m. | Suicide ISuicide II |
| Thursday | Oct 18 | 5:30 p.m. – 10:00 p.m. | Suicide Role Plays |
| Saturday | Oct 20 | 8:30 a.m. – 12:00 p.m.1:00 p.m. – 4:30 p.m. | Family Violence IFamily Violence II |
| Thursday | Oct 25 | 5:30 p.m. – 10:00 p.m. | Family Violence Role PlaysObservation Shift 2\* |
| Saturday | Oct 27 | 8:30 a.m. – 1:00 p.m. | Third Party Role Plays |
| Thursday | Nov 1 | 5:30 p.m. – 10:00 p.m. | Everything |
| Saturday | Nov 3 | 8:30 a.m. – 1:00 p.m. | Final Role Plays |
| Saturday | Nov 10 | 8:30 a.m. – 12:00 p.m. | Orientation  |
| Thursday | Jan 10 | 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 Sept 27th and Oct 11th and the second Observation Shift will need to be scheduled between Oct 25th and Nov 8th. These hours will be IN ADDITION TO the hours presented in this schedule.