

**Distress Line Volunteer Training**

**September 2018**

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 Theory Crisis Intervention and Communication Skills
Thursday	Sep 27	5:30 p.m. – 9:00 p.m.	Call Management Observation Shift 1*
Saturday	Sep 29	8:30 a.m. – 1:00 p.m. 1:00 p.m. – 4:30 p.m.	Working with Diverse Populations Community 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 I Suicide 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 I Family Violence II
Thursday	Oct 25	5:30 p.m. – 10:00 p.m.	Family Violence Role Plays Observation 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
Thursday	Nov 8	5:30 p.m. – 9:00 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 27<sup>th</sup> and Oct 11<sup>th</sup> and the second Observation Shift will need to be scheduled between Oct 25<sup>th</sup> and Nov 8<sup>th</sup>. These hours will be IN ADDITION TO the hours presented in this schedule.