

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
Tuesday	Sep 25	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
Tuesday	Oct 2	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
Tuesday	Oct 16	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
Tuesday	Oct 23	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
Tuesday	Oct 30	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
Tuesday	Jan 8	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.