

Distress Line Volunteer Training

April 2019

Weekday	Date	Time	Session
Saturday	Apr 6	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	Apr 9	5:30 p.m. – 9:00 p.m.	Call Management Observation Shift 1*
Saturday	Apr 13	8:30 a.m. – 12:00 p.m. 1:00 p.m. – 4:30 p.m.	Working with Diverse Populations Community Resources, Mental Health and Addictions
Tuesday	Apr 16	5:30 p.m. – 10:00 p.m.	Supportive Listening Role Play
Saturday	Apr 27	8:30 a.m. – 12:00 p.m. 1:00 p.m. – 4:30 p.m.	Responding to Suicide Part I Responding to Suicide Part II
Tuesday	Apr 30	5:30 p.m. – 10:00 p.m.	Suicide Role Plays
Saturday	May 4	8:30 a.m. – 12:00 p.m. 1:00 p.m. – 4:30 p.m.	Responding to Violence Part I Responding to Violence Part II
Tuesday	May 7	5:30 p.m. – 10:00 p.m.	Violence Role Plays Observation Shift 2*
Saturday	May 11	8:30 a.m. – 1:00 p.m.	Third Party Role Plays
Tuesday	May 14	5:30 p.m. – 10:00 p.m.	Everything Role Plays
Tuesday	May 21	5:30 p.m. – 10:00 p.m.	Final Role Plays
Tuesday	May 28	5:30 p.m. – 9:00 p.m.	Orientation
Tuesday	July 23	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 April 9th and April 23rd and the second Observation Shift will need to be scheduled between May 7th and May 21st. These hours will be IN ADDITION TO the hours presented in this schedule.