

Distress Line Volunteer Training

January 2019

| Weekday | Date | Time | Session |
|-----------|--------|---|---|
| Saturday | Jan 19 | 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 |
| Wednesday | Jan 23 | 5:30 p.m. – 9:00 p.m. | Call Management Observation Shift 1* |
| Saturday | Jan 26 | 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 |
| Wednesday | Jan 30 | 5:30 p.m. – 10:00 p.m. | Supportive Listening Role Play |
| Saturday | Feb 2 | 8:30 a.m. – 12:00 p.m. 1:00 p.m. – 4:30 p.m. | Suicide I Suicide II |
| Wednesday | Feb 6 | 5:30 p.m. – 10:00 p.m. | Suicide Role Plays |
| Saturday | Feb 9 | 8:30 a.m. – 12:00 p.m. 1:00 p.m. – 4:30 p.m. | Family Violence I Family Violence II |
| Wednesday | Feb 13 | 5:30 p.m. – 10:00 p.m. | Family Violence Role Plays Observation Shift 2* |
| Saturday | Feb 16 | N/A | No class due to Family Day long weekend |
| Wednesday | Feb 20 | 5:30 p.m. – 10:00 p.m. | Third Party Role Plays |
| Saturday | Feb 23 | 8:30 a.m. – 1:00 p.m. | Everything Role Plays |
| Wednesday | Feb 27 | 5:30 p.m. – 10:00 p.m. | Final Role Plays |
| Wednesday | Mar 6 | 5:30 p.m. – 9:00 p.m. | Orientation |
| Wednesday | May 1 | 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.