

Distress Line Volunteer Training

June 2019

Weekday	Date	Time	Session
Saturday	Jun 1	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	Jun 5	5:30 p.m. – 9:00 p.m.	Call Management
Saturday	Jun 8	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
Wednesday	Jun 12	5:30 p.m. – 10:00 p.m.	Supportive Listening Role Play
Saturday	Jun 15	8:30 a.m. – 12:00 p.m. 1:00 p.m. – 4:30 p.m.	Observation Shift 1* Responding to Suicide Part I Responding to Suicide Part II
Wednesday	Jun 19	5:30 p.m. – 10:00 p.m.	Suicide Role Plays
Saturday	Jun 22	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 Observation Shift 2*
Wednesday	Jun 26	5:30 p.m. – 10:00 p.m.	Violence Role Plays
Wednesday	Jul 3	5:30 p.m. – 10:00 p.m.	Third Party Role Plays
Saturday	Jul 6	8:30 a.m. – 1:00 p.m.	Everything Role Plays
Wednesday	Jul 10	5:30 p.m. – 10:00 p.m.	Final Role Plays
Wednesday	Jul 17	5:30 p.m. – 9:00 p.m.	Orientation
Wednesday	Sep 11	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. Two separate Observation Shifts will need to be scheduled between June 14th and July 2nd. These hours will be IN ADDITION TO the hours presented in this schedule.