

Distress Line Volunteer Training

September 2019

Weekday	Date	Time	Session
Saturday	Sep 14	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 17	5:30 p.m. – 9:00 p.m.	Call Management Observation Shift 1*
Saturday	Sep 21	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	Sep 24	5:30 p.m. – 10:00 p.m.	Supportive Listening Role Play
Saturday	Sep 28	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	Oct 1	5:30 p.m. – 10:00 p.m.	Suicide Role Plays
Saturday	Oct 5	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	Oct 8	5:30 p.m. – 10:00 p.m.	Violence Role Plays Observation Shift 2*
Tuesday	Oct 15	5:30 p.m. – 10:00 p.m.	Third Party Role Plays
Saturday	Oct 19	8:30 a.m. – 1:00 p.m.	Everything Role Plays
Tuesday	Oct 22	5:30 p.m. – 10:00 p.m.	Final Role Plays
Tuesday	Oct 29	5:30 p.m. – 9:00 p.m.	Orientation
Tuesday	Jan 7	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 September 17th September 26th and the second Observation Shift will need to be scheduled between October 9th and October 18th. These hours will be IN ADDITION TO the hours presented in this schedule.