Canadian Mental Health Association
Edmonton
Mental health for all

Distress Line Volunteer Training

September 2021

Weekday	Date	Time	Module
Tuesday	Sep 14	7:00 p.m. – 8:30 p.m.	1. Introduction
Saturday	Sep 18	9:30 a.m. – 11:00 a.m. 12:00 p.m. – 1:30 p.m.	2. Crisis Intervention Part 1 3. Crisis Intervention Part 2
Tuesday	Sep 21	7:00 p.m. – 8:30 p.m.	4. Inclusive Practice Part 1
Saturday	Sep 25	9:30 a.m. – 11:00 a.m. 12:0 p.m. – 1:30 p.m.	5. Responding to Suicide Part 1 6. Responding to Suicide Part 2
Tuesday	Sep 28	7:00 p.m. – 8:30 p.m.	Observation Shift #1
Saturday	Oct 2	9:30 a.m. – 11:00 p.m. 12:00 p.m. – 1:00 p.m. 2:00 p.m. – 3:00 p.m.	7. Responding to Violence Part 1 8. Responding to Violence Part 2
Tuesday	Oct 5	7:00 p.m. – 8:30 p.m.	9. Inclusive Practice Part 2
Saturday	**Oct 9**	**NO TRAINING**	**THANKSGIVING WEEKEND**
Tuesday	Oct 12	7:00 p.m. – 8:30 p.m.	Observation Shift #2
Saturday	Oct 16	9:30 a.m. – 11:00 a.m.	10. Call Management
Tuesday	Oct 19	7:00 p.m. – 8:30 p.m.	11. Risk Management
Saturday	Oct 23	9:30 a.m. – 11:00 a.m.	12. Mental Health and Substance Use
Tuesday	Oct 26	7:00 p.m. – 8:30 p.m.	13. Grief, Trauma, Loss
Saturday	Oct 30	9:30 a.m. – 11:00 a.m.	14. Information & Referral, Ethics
Tuesday	Dec 14	7:00 p.m. – 8:30 p.m.	15. Commencement

As part of the training program, volunteers are required to complete Monitoring shifts see pg. 2 for the Monitoring shift schedule.