

**Distress Line Volunteer Training**

**January 2023**

Weekday	Date	Time	Session
Tuesday	Jan 10	6:30 p.m. – 8:30 p.m.	1. Introduction
Saturday	Jan 14	9:00 a.m. – 11:00 a.m. 11:45 a.m. – 1:45 p.m.	2. Inclusive Practice Part 1 3. Inclusive Practice Part 2
Tuesday	Jan 17	6:30 p.m. – 8:30 p.m.	4. Grief, Loss, and Trauma
Saturday	Jan 21	9:00 a.m. – 11:00 a.m. 11:45 a.m. – 1:45 p.m.	5. Crisis Intervention Model Part 1 6. Crisis Intervention Model Part 2
Tuesday	Jan 24	6:30 p.m. – 8:30 p.m.	7. Call Management
Saturday	Jan 28	9:00 a.m. – 11:00 a.m. 11:45 a.m. – 1:45 p.m.	8. Responding to Suicide Part 1 9. Responding to Suicide Part 2
Tuesday	Jan 31	6:30 p.m. – 8:30 p.m.	Observation Shift #1
Saturday	Feb 4	9:00 a.m. – 11:00 a.m. 11:45 a.m. – 1:45 p.m.	10. Responding to Violence Part 1 11. Responding to Violence Part 2
Tuesday	Feb 7	6:30 p.m. - 8:30 p.m.	Observation Shift #2
Saturday	Feb 11	9:00 a.m. – 11:00 a.m.	12. Risk Management
Tuesday	Feb 14	6:30 p.m. – 8:30 p.m.	13. Mental Health and Substance Use
<b>Saturday</b>	<b>Feb 18</b>	<b>NO TRAINING</b>	<b>FAMILY DAY LONG WEEKEND</b>
Tuesday	Feb 21	6:30 p.m. – 8:30 p.m.	14. Information & Referral, Ethics
Saturday	Feb 25	9:00 a.m. – 11:00 a.m.	15. Telephone Follow Up
Tuesday	Feb 28	6:30 p.m. – 8:30 p.m.	16. On-Line Crisis Chat
<b>Wednesday</b>	Apr 26	6:30 p.m. – 8:30 p.m.	17. Commencement Night

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

## Distress Line Volunteer Training: Monitor Shifts

### January 2023

As part of the training program, volunteers will schedule themselves for a weekly 4-hour Monitoring shift for 10 weeks. **The Monitoring shifts are mandatory.**

The shifts are broken into 2 phases. Phase 1 runs from **February 5, 2023 – March 11, 2023**. Phase 2 runs from **March 12, 2023 – April 15, 2023**.

During your monitoring shifts you will be taking Distress Line calls with 1 to 1 support of a senior Distress Line Listener.

Options for shift times are below. You may choose one (1) option for your weekly shift in each phase that you must commit to for the duration of that phase.

#### **Phase 1 February 5, 2023 – March 11, 2023**

<input type="checkbox"/> <b>Option #1</b>	Sunday	08:00-12:00
<input type="checkbox"/> <b>Option #2</b>	Sunday	18:00-22:00
<input type="checkbox"/> <b>Option #3</b>	Monday	08:00-12:00
<input type="checkbox"/> <b>Option #4</b>	Monday	13:00-17:00
<input type="checkbox"/> <b>Option #5</b>	Monday	18:00-22:00
<input type="checkbox"/> <b>Option #6</b>	Tuesday	08:00-12:00
<input type="checkbox"/> <b>Option #7</b>	Wednesday	08:00-12:00
<input type="checkbox"/> <b>Option #8</b>	Wednesday	13:00-17:00
<input type="checkbox"/> <b>Option #9</b>	Wednesday	18:00-22:00
<input type="checkbox"/> <b>Option #10</b>	Thursday	08:00-12:00
<input type="checkbox"/> <b>Option #11</b>	Thursday	18:00-22:00
<input type="checkbox"/> <b>Option #12</b>	Friday	08:00-12:00
<input type="checkbox"/> <b>Option #13</b>	Friday	13:00-17:00
<input type="checkbox"/> <b>Option #14</b>	Friday	18:00-22:00
<input type="checkbox"/> <b>Option #15</b>	Saturday	18:00-22:00

#### **Phase 2 March 12, 2023 – April 15, 2023**

<input type="checkbox"/> <b>Option #1</b>	Sunday	08:00-12:00
<input type="checkbox"/> <b>Option #2</b>	Sunday	18:00-22:00
<input type="checkbox"/> <b>Option #3</b>	Monday	08:00-12:00
<input type="checkbox"/> <b>Option #4</b>	Monday	13:00-17:00
<input type="checkbox"/> <b>Option #5</b>	Monday	18:00-22:00
<input type="checkbox"/> <b>Option #6</b>	Tuesday	08:00-12:00
<input type="checkbox"/> <b>Option #7</b>	Wednesday	08:00-12:00
<input type="checkbox"/> <b>Option #8</b>	Wednesday	13:00-17:00
<input type="checkbox"/> <b>Option #9</b>	Wednesday	18:00-22:00
<input type="checkbox"/> <b>Option #10</b>	Thursday	08:00-12:00
<input type="checkbox"/> <b>Option #11</b>	Thursday	18:00-22:00
<input type="checkbox"/> <b>Option #12</b>	Friday	08:00-12:00
<input type="checkbox"/> <b>Option #13</b>	Friday	13:00-17:00
<input type="checkbox"/> <b>Option #14</b>	Friday	18:00-22:00
<input type="checkbox"/> <b>Option #15</b>	Saturday	18:00-22:00