

Distress Line Volunteer Training

January 2025

Weekday	Date	Time	Session
Tuesday	Jan 7	6:30 p.m. – 8:30 p.m.	1. Introduction
Saturday	Jan 11	9:00 a.m. – 11:00 a.m. 12:00 p.m. – 2:00 p.m.	2. Inclusive Practice Part 1 3. Inclusive Practice Part 2
Tuesday	Jan 14	6:30 p.m. – 8:30 p.m.	4. Grief, Loss, and Trauma
Saturday	Jan 18	9:00 a.m. – 11:00 a.m. 12:00 p.m. – 2:00 p.m.	5. Crisis Intervention Model Part 1 6. Crisis Intervention Model Part 2
Tuesday	Jan 21	6:30 p.m. – 8:30 p.m.	Observation Shift #1
Saturday	Jan 25	9:00 a.m. – 11:00 a.m. 12:00 p.m. – 2:00 p.m.	7. Responding to Suicide Part 1 8. Responding to Suicide Part 2
Tuesday	Jan 28	6:30 p.m. – 8:30 p.m.	Observation Shift #2
Saturday	Feb 1	9:00 a.m. – 11:00 a.m. 12:00 p.m. – 2:00 p.m.	9. Responding to Violence Part 1 10. Responding to Violence Part 2
Tuesday	Feb 4	6:30 p.m. – 8:30 p.m.	11. Mental Health and Substance Use
Saturday	Feb 8	9:00 a.m. – 11:00 a.m. 12:00 p.m. – 2:00 p.m.	12. Call Management 13. Information & Referrals, Ethics
Tuesday	Feb 11	6:30 p.m. – 8:30 p.m.	14. Risk Management
Saturday	Feb 15	NO TRAINING	FAMILY DAY LONG WEEKEND
Tuesday	Feb 18	6:30 p.m. – 8:30 p.m.	15. Telephone Follow Up
Saturday	Feb 22	9:00 a.m. – 11:00 a.m.	16. On-Line Crisis Chat
Wednesday	Apr 9	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 2025

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 **Jan 26, 2025 – Mar 1, 2025**. Phase 2 runs from **Mar 2, 2025 – Apr 5, 2025**.

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 Jan 26, 2025 – March 1, 2025

<input type="checkbox"/> Option #1	Sunday	13:00-17:00
<input type="checkbox"/> Option #2	Monday	13:00-17:00
<input type="checkbox"/> Option #3	Monday	18:00-22:00
<input type="checkbox"/> Option #4	Tuesday	13:00-17:00
<input type="checkbox"/> Option #5	Wednesday	10:00-14:00
<input type="checkbox"/> Option #6	Wednesday	14:00-18:00
<input type="checkbox"/> Option #7	Wednesday	18:00-22:00
<input type="checkbox"/> Option #8	Thursday	10:00-14:00
<input type="checkbox"/> Option #9	Thursday	14:00-18:00
<input type="checkbox"/> Option #10	Thursday	18:00-22:00
<input type="checkbox"/> Option #11	Friday	13:00-17:00
<input type="checkbox"/> Option #12	Friday	17:00-21:00

Phase 2 March 2, 2022 – April 5, 2025

<input type="checkbox"/> Option #1	Sunday	13:00-17:00
<input type="checkbox"/> Option #2	Monday	13:00-17:00
<input type="checkbox"/> Option #3	Monday	18:00-22:00
<input type="checkbox"/> Option #4	Tuesday	13:00-17:00
<input type="checkbox"/> Option #5	Wednesday	10:00-14:00
<input type="checkbox"/> Option #6	Wednesday	14:00-18:00
<input type="checkbox"/> Option #7	Wednesday	18:00-22:00
<input type="checkbox"/> Option #8	Thursday	10:00-14:00
<input type="checkbox"/> Option #9	Thursday	14:00-18:00
<input type="checkbox"/> Option #10	Thursday	18:00-22:00
<input type="checkbox"/> Option #11	Friday	13:00-17:00
<input type="checkbox"/> Option #12	Friday	17:00-21:00