



Distress Line Volunteer Training

March 2025

Weekday	Date	Time	Session
Tuesday	Mar 18	6:30 p.m. – 8:30 p.m.	1. Introduction
Saturday	Mar 22	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	Mar 25	6:30 p.m. – 8:30 p.m.	4. Grief, Loss, and Trauma
Saturday	Mar 29	9:00 a.m. – 11:00 a.m. 12:00 p.m. – 2:00 p.m.	5. Crisis Intervention Model 1 6. Crisis Intervention Model 2
Tuesday	Apr 1	6:30 p.m. – 8:30 p.m.	Observation Shift #1
Saturday	Apr 5	9:00 a.m. – 11:00 a.m. 12:00 p.m. – 2:00 p.m.	7. Responding to Suicide 1 8. Responding to Suicide 2
Tuesday	Apr 8	6:30 p.m. – 8:30 p.m.	9. Call Management
Saturday	April 12	9:00 a.m. – 11:00 a.m. 12:00 p.m. – 2:00 p.m.	10. Responding to Violence 1 11. Responding to Violence 2
Tuesday	Apr 15	6:30 p.m. - 8:30 p.m.	Observation Shift #2
Saturday	NO TRAINING	9:00 a.m. – 11:00 a.m.	EASTER LONG WEEKEND
Tuesday	Apr 22	6:30 p.m. – 8:30 p.m.	12. Risk Management
Saturday	Apr 26	9:00 a.m. - 11:00 a.m. 12:00 – 2:00 p.m.	13. Mental Health & Substance Use 14. Information & Referrals, Ethics
Tuesday	Apr 29	6:30 p.m. – 8:30 p.m.	15. Telephone Follow-Up
Saturday	May 3	9:00 a.m. – 11:00 a.m.	16. Online Crisis Chat
Wednesday	June 25	6:30 p.m. – 8:30 p.m.	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

March 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 **April 13, 2025 – May 10, 2025**. Phase 2 runs from **May 11, 2025 – June 14, 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
April 13, 2025 – May 10, 2025**

<input type="checkbox"/> Option #1	Sunday	12:00-16:00
<input type="checkbox"/> Option #2	Monday	12:00-16:00
<input type="checkbox"/> Option #3	Monday	17:00-21:00
<input type="checkbox"/> Option #4	Tuesday	12:00-16:00
<input type="checkbox"/> Option #5	Wednesday	8:30 – 12:30
<input type="checkbox"/> Option #6	Wednesday	12:00-16:00
<input type="checkbox"/> Option #7	Wednesday	17:00-21:00
<input type="checkbox"/> Option #8	Thursday	8:30 – 12:30
<input type="checkbox"/> Option #9	Thursday	13:00 – 17:00
<input type="checkbox"/> Option #10	Thursday	17:00-21:00
<input type="checkbox"/> Option #11	Friday	8:30 – 12:30
<input type="checkbox"/> Option #12	Friday	13:00 – 17:00

**Phase 2
May 11, 2025 – June 14, 2025**

<input type="checkbox"/> Option #1	Sunday	12:00-16:00
<input type="checkbox"/> Option #2	Monday	12:00-16:00
<input type="checkbox"/> Option #3	Monday	17:00-21:00
<input type="checkbox"/> Option #4	Tuesday	12:00-16:00
<input type="checkbox"/> Option #5	Wednesday	8:30 – 12:30
<input type="checkbox"/> Option #6	Wednesday	12:00-16:00
<input type="checkbox"/> Option #7	Wednesday	17:00-21:00
<input type="checkbox"/> Option #8	Thursday	8:30 – 12:30
<input type="checkbox"/> Option #9	Thursday	13:00 – 17:00
<input type="checkbox"/> Option #10	Thursday	17:00-21:00
<input type="checkbox"/> Option #11	Friday	8:30-12:30
<input type="checkbox"/> Option #12	Friday	13:00 – 17:00