



Canadian Mental  
Health Association  
Edmonton  
*Mental health for all*

## Distress Line Volunteer Training

September 2025

Weekday	Date	Time	Session
Tuesday	Sept 9	6:30 p.m. – 8:30 p.m.	1. Introduction
Saturday	Sept 13	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	Sept 16	6:30 p.m. – 8:30 p.m.	4. Grief, Loss, and Trauma
Saturday	Sept 20	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	Sept 23	6:30 p.m. – 8:30 p.m.	7. Observation Shift
Saturday	Sept 27	9:00 a.m. – 11:00 a.m. 12:00 p.m. – 2:00 p.m.	8. Responding to Suicide 1 9. Responding to Suicide 2
<b>Tuesday</b>	<b>Sept 30</b>	<b>NO TRAINING</b>	<b>National Day for Truth and Reconciliation</b>
Saturday	Oct 4	9:00 a.m. – 11:00 a.m. 12:00 p.m. – 2:00 p.m.	9. Responding to Violence 1 10. Responding to Violence 2
Tuesday	Oct 7	6:30 p.m. - 8:30 p.m.	Observation Shift #2
<b>Saturday</b>	<b>Oct 11</b>	<b>NO TRAINING</b>	<b>THANKSGIVING WEEKEND</b>
Tuesday	Oct 14	6:30 p.m. – 8:30 p.m.	12. Call Management
Saturday	Oct 18	9:00 a.m. - 11:00 a.m. 12:00 – 2:00 p.m.	13. Information & Referrals, Ethics 14. Mental Health & Substance Use
Tuesday	Oct 21	6:30 p.m. - 8:30 p.m.	15. Risk Management
Saturday	Oct 25	9:00 a.m. - 11:00 a.m.	16. Online Crisis Chat
Tuesday	Oct 28	6:30 p.m. - 8:30 p.m.	17. Telephone Follow Up
<b>Tuesday</b>	<b>Dec 3</b>	<b>6:30 p.m. – 8:30 p.m.</b>	<b>Commencement Night!</b>

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

### September 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.**

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.

#### Monitor Shift Options

**September 28, 2025 – December 6**

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