

**FRASER HEALTH CRISIS LINE
VOLUNTEER TRAINING OUTLINE
START DATES IN SEPTEMBER / DECEMBER / MARCH / JUNE**

Session	Day	Time
Welcome to Options Community Services <ul style="list-style-type: none"> • Agency Orientation • Health & Safety Orientation for New Personnel • Agency Policies & Procedures Cultural Awareness & Competency Overview of the Fraser Health Crisis Line	Saturday	10:00 – 4:30 pm
Crisis Intervention <ul style="list-style-type: none"> • Theory / Model / Skills Call Documentation <ul style="list-style-type: none"> • iCarol Software Responding to Suicide <ul style="list-style-type: none"> • Assessment & Intervention Phone Room Tour Next Step: Monitored Shifts	Sunday	10:00 – 4:30 pm
Monitored Phone Room Shifts <ul style="list-style-type: none"> • Three 4-Hour Observation Phone Room Shifts • Training Checklist Activities <ul style="list-style-type: none"> ✓ Quick Reference Guide ✓ Topic Specific Knowledge ✓ Resource Databases 	<i>Various as per weekly sign-up schedule: 1 shift per week for 3 consecutive weeks</i>	<i>Various ~ as per sign-up schedule</i>
Skill Development Part I <ul style="list-style-type: none"> • Debrief Monitored Phone Room Shifts • Skill Development Activities / Exercises 	Sunday	10:00 – 4:30 pm
Skill Development Part II <ul style="list-style-type: none"> • Role Play Practice <p>Note: Groups are dependent upon class size & will be determined on the first day of training</p>	Group I: Saturday Group II: Sunday	10:00 – 4:30 pm 10:00 – 4:30 pm
Mentored Phone Room Shifts <ul style="list-style-type: none"> • Four 4-Hour Supported Phone Room Shifts 	<i>Various as per weekly sign-up schedule: 1 shift per week for 4 consecutive weeks</i>	<i>Various ~ as per sign-up schedule</i>
Training Review <ul style="list-style-type: none"> • Debrief Mentored Phone Room Shifts • Procedure & Skill Review 	Sunday	10:00 – 1:00 pm

- ☎ Sessions held at Options Community Services – 9815 140th St – enter from west side of building
- ☎ Beverages will be provided – please bring a lunch with you
- ☎ Police Information Checks are to be completed and returned as soon as possible
- ☎ Be sure to bring your personal and/or work schedule to the first weekend of training as you will be signing up for a Monitored Phone Room Shift and depending upon the size of the group possibly a Role Play Practice Group.