

FRASER HEALTH CRISIS LINE VOLUNTEER TRAINING OUTLINE

| Topic | Session | Time |
|--|---|--------------------------------------|
| Welcome to Options Community Services <ul style="list-style-type: none"> • Agency Orientation • Health & Safety Practices • Emergency Procedures / Critical Incident Reporting Ethics of Helping <ul style="list-style-type: none"> • Professional Conduct • Self Awareness • Cultural Competency Overview of the Crisis Line | Weekend One Day 1 - Saturday | 10:00 - 4:30 pm |
| Introduction to Crisis Intervention <ul style="list-style-type: none"> • Crisis Intervention Theory / Model / Skills • iCarol Software / Resource Databases • Suicide Risk Assessment • Tour of Phone Room | Weekend One Day 2 - Sunday | 10:00 - 4:30 pm |
| Monitored Phone Room Shifts <ul style="list-style-type: none"> • Completion of Three 4-Hour Observation Phone Room Shifts • Completion of Training Checklist Activities • Introduction to Topic Specific Information Mental Illness / Suicide / Self-Harm / Panic Attacks Addiction / Grief / Family Violence | One per week over a three week period on various days ~ as per sign-up schedule | Various ~ as per sign-up schedule |
| Skill Development Part I <ul style="list-style-type: none"> • Debrief Monitored Phone Room Shifts • Skill Development Activities / Exercises <p>Note: Groups are dependent upon class size & will be determined on the first day of training</p> | Group I Weekend Two Day 1 - Saturday | 10:00 - 4:30 pm |
| Skill Development Part II <ul style="list-style-type: none"> • Role Play Practice | Group I Weekend Two Day 2 - Sunday | 10:00 - 4:30 pm |
| Skill Development Part I <ul style="list-style-type: none"> • Debrief Monitored Phone Room Shifts • Skill Development Activities / Exercises <p>Note: Groups are dependent upon class size & will be determined on the first day of training</p> | Group II Weekend Two Day 2 - Sunday | 10:00 - 4:30 pm |
| Skill Development Part II <ul style="list-style-type: none"> • Role Play Practice | Group II Weekend Two Day 2 - Sunday | 10:00 - 4:30 pm |
| Mentored Phone Room Shifts <ul style="list-style-type: none"> • Completion of Three 4-Hour Supported Phone Room Shifts | One per week over a three week period on various days ~ as per sign-up schedule | Various ~ as per sign-up schedule |
| Training Review <ul style="list-style-type: none"> • Debrief Mentored Phone Room Shifts • Procedure & Skill Review | Sunday | 10:00 - 1:00 pm |