Volunteer Crisis Line Responder Training Program

Registrants are required to pay a training fee of $100.00 by the first training session. This fee is only refundable before the end of the first training session. The fee also includes membership with the Vancouver Island Crisis Society.

Training Schedule for July 2023

**Day 1  Monday, July 10\textsuperscript{th}  9 am to 4 pm**

- Introduction to the Vancouver Island Crisis Society (In-Person on Site)
- **Module 1**: Introduction to Crisis Line Skills
- **Exercise**: Active Listening Exercise Reflection
- **Quiz #1**: The Model
- **Exercise**: Reflections
  - Tech set-up to be initiated

**Day 2  Tuesday, July 11\textsuperscript{th}  9 am to 4 pm**

- **Module 2**: Trauma Informed Care and Boundaries
- **Quiz #1** – Trauma and Behaviours
- **Quiz #2** – Setting Boundaries
- **Module 2** – Reflections
- Listen to calls as a group
  - End of Day Check In

**Day 3  Wednesday, July 12\textsuperscript{th}  9 am to 4 pm**

- **Module 3**: Suicide and the Suicide Safety Assessment
- Ripple Effect Reflection
- Quiz
- **Module 3** – Reflections
- Listen to calls as a group
  - End of Day Check In
Day 4  Thursday, July 13th 9 am to 4 pm
- Module 4: Suicide Continued and Harm Assessment
- Exercise – Listening Deeply
- Quiz: Children and Youth Suicide
- Quiz: NSSI (Non-Suicidal Self Injury)
- Removed: Reflection
- Quiz: Protecting Children
- Quiz: Violence and Harm
- Module 4: Reflections
- Listen to Calls as a Group
  - End of Day Check In

Day 5  Friday, July 14th 9 am to 4 pm
- Module 5: Mental Health & Substance Use Disorder
- Quiz: Mental Health #1
- Quiz: Mental Health #2
- Quiz: Mental Health #3
- Module 5: Reflections
- Roleplays
  - End of Day Check In

Day 6  Monday, July 17th 9 am to 4 pm
- Module 6: Additional Information & Back to Basics
- Quiz: Cultural Humility
- Quiz: 2SLGBTQI+
- Quiz: Compassion Fatigue
- Roleplays

Day 7  Tuesday, July 18th 9 am to 4 pm
- Final Review/Quiz
- Final Roleplays

Day 8  Wednesday, July 19th 9 am to 4 pm
- Module 7: SMS Training
Support Shifts

- **Dates:** July 20\(^{th}\), 21\(^{st}\), 24\(^{th}\), 25\(^{th}\), and 26\(^{th}\)

Crisis Responder Training Frequently Asked Questions

1. **What if I am not able to complete the material by the deadline?**
   By being accepted into this training, you are committing to an intense crisis line skills volunteer course. It is essential for the congruence of the information, the group meetings, and skill development that the training is completed in a timely manner.

   Extensions will not be granted for the two-week condensed training course. If you have any concerns in regards to completing the coursework, please connect with your trainer; another [future] training class may work better for you.

2. **What if I cannot make all sessions?**
   The trainer can put you on a waitlist for the next training class.

3. **Where is the training located?**
   Training will be delivered via Zoom as this is a training class for remote volunteers. The training is a combination of web-based learning and Zoom sessions. The initial session will be on site, in Nanaimo. This will be discussed when the trainer interviews you.

4. **What is the time commitment for the training?**
   The training is 7 hours per day Monday to Friday the first week, 7 hours per day Monday and Tuesday the second week. Then there are 4 support shifts to be completed, over two days.

5. **What is the ongoing shift commitment after the training?**
   20 hours per month.