

VICS Training Schedule

Volunteer Training Schedule for Spring 2026

Day 1 Monday, March 2nd 5:00pm-8:30pm

- **Session 1:** Introduction to the Vancouver Island Crisis Society
- **Session 2:** Welcome and Wellness; Indigenous Cultural Humility (ICH) and LGBTQIA+

Day 2 Wednesday, March 4th 5:00pm-8:30pm

- **Session 3:** Introduction to Crisis
- **Session 4:** Defining Our Role
- End of Day Debrief/Q&A

Day 3 Monday, March 9th 5:00pm-8:30pm

- **Session 5:** iCarol; Mental Health & Substance Use Partnership; 3rd Party Calls
- Crisis Response Teams Knowledge Check In/Q&A

Day 4 Wednesday, March 11th 5:00pm-8:30pm

- **Session 6:** Grief, Loneliness, Mental Health, MAiD
- iCarol Demonstration
- End of Day Debrief/Q&A

Day 5 Monday, March 16th 5:00am-8:30pm

- **Session 7:** Mental Health Issues Continued; Non-Suicidal Self-Injury; Addiction and Unhoused Callers
- End of Day Debrief/Q&A

Day 6 Wednesday, March 18th 5:00pm-8:30pm

- **Session 8:** Suicide: Intro; Theories
- End of Day Debrief/Q&A

Day 7 Monday, March 23rd 5:00pm-8:30pm

- **Session 8 Continued:** Suicide, Safety Planning
- The Cases for and Against Hospitalization
- Suicide Risk Review, Homicide Risk Review, 911 Sheets
- Quiz
- End of Day Debrief/Q&A

Day 8 Wednesday, March 25th 5:00pm-8:30pm

- **Session 10:** Child Abuse; Survivorship
- End of Day Debrief/Q&A

Day 9 Monday, March 30th 5:00pm-8:30pm

- **Session 10 Continued:** Wellness; Child Abuse; Survivorship
- End of Day Debrief/Q&A

Day 10 Wednesday, April 1st 5:00pm-8:30pm

- **Session 11:** Geography of Vancouver Island, Crisis Response Teams, Supporting LGBTQIA+ and Indigenous Callers
- Roleplays/Listen to Calls
- End of Day Debrief/Q&A

Day 11 Wednesday, April 8th 5:00pm-8:30pm

- **Session 13:** Genesys System; Note Taking; iCarol Documentation
- Review Note Taking; iCarol and What to Include

Day 12 Monday, April 13th 5:00pm-8:30pm

- Review of Genesys and iCarol from previous day
- Calls/Roleplays
- Q&A/Quiz Review

Day 13 Wednesday, April 15th 5:00pm-8:30pm

- Class Skills Review
- Call Handling Discussion

- Final Quiz
- Final Roleplays to Be Scheduled Over the Next Week
- End of Day Debrief/Q&A

***Minimum of 4 Hour Support Shift Per Week Required**

Support Shift #1 – April 19th – April 25th

Support Shift #2 – April 26th – May 2nd

Support Shift #3 – May 3rd – May 9th

Support Shift #4 – May 10th – May 16th

****Note: support shifts 5 and 6 will be scheduled for those who have not had enough interactions/require additional support**

****In addition to the volunteer training sessions, there will be roleplays and homework between the sessions that could add up to an additional hour and a half weekly.**