



**Vancouver Island
Crisis Society**

Volunteer Crisis Intervention Training Program

- Training will be done via Zoom and in the phone room with proper social distancing measures and policies regarding COVID-19.
- Registrants are required to pay a training fee of **\$100.00** within the first week of training by office or E-transfer. This fee is only refundable before the end of the first training session. The fee also includes membership with the Vancouver Island Crisis Society.
- Make-up sessions are available under rare circumstances for any trainee who needs to miss a training session. This requires prior approval of the supervisory staff. A **\$40.00** fee will be applied to the first make-up session. A **\$60.00** fee will be applied for the second make-up session. A maximum of two make-up sessions are permitted. If a trainee will miss more than two sessions of training, they will be deferred to the next training course. There will be no make-up session for Session 6 which covers suicide.

Phase 1: March – April 2021

Session 1

Tuesday March 2nd, 5pm-8pm

Listening Skills; What is Crisis?

Session 2

Thursday March 4th, 5pm-8pm

Levels of Severity; Crisis Intervention Model
Manipulation and Boundary Setting

Session 3

Tuesday March 9th, 5pm-8pm

Trauma and Intro to Mental Illness

Session 4

Thursday March 11th, 5pm-8pm

Mental Health System

Session 5

Tuesday March 16th, 5pm-8pm

Mental Illness, Addictions

Session 6

Thursday March 18th, 5pm-8pm

Suicide Assessment/Intervention

Session 7

Tuesday March 23rd, 5pm-8pm

Suicide (Continued); Child Abuse and
Survivorship

Session 8

Thursday March 25th, 5pm-8pm

Crisis Response Teams, Diversity and recap

Session 9: Final Session In-House

Tuesday March 30th, 5pm-8pm

Wrap Up Quiz

Evaluation of Phone Skills

2 hrs. (Scheduled individually) March 31st –
April 9th

Phase 2: April/May

This is the second part of the training, working one on one with staff in the phone room until one is able to take calls on their own