



## Training Schedule for October/November 2021

### **Week 1 September 29 – October 6**

- Module 1: Introduction to Crisis Line Skills
- Module 2: Crisis Response Services and iCarol
- **Wednesday, October 6, 5pm-8pm: 3 hr. group training in-person (attendance mandatory)**
  - In-class discussion, listening to calls and role plays.

**Deadline to complete Module 1 & 2: Tuesday, October 5<sup>th</sup>.**

### **Week 2 October 6 - 13**

- Module 3: Trauma Informed Care and Boundaries
- **Wednesday, October 13, 5pm-8pm: 3 hr. group training in-person (attendance mandatory).**
  - In-class discussion, listening to calls and role plays.
  - Observation shifts begin. Commitment of one in-person, four-hour shift

**Deadline to complete Module 3: Tuesday, October 12<sup>th</sup>.**

**Deadline to complete first Observation shift: Sunday, October 24<sup>th</sup>.**

### **Week 3 October 13 - 20**

- Module 4: Suicide and The Suicide Safety Assessment
- **Wednesday, October 20, 5pm-8pm: 3 hr. group training in-person (attendance mandatory).**
  - In-class discussion, listening to calls and role plays.
  - Observation shifts continue. Commitment of one in-person, four-hour shift.

**Deadline to complete Module 4: Tuesday, October 19<sup>th</sup>.**

**Deadline to complete second Observation shift: Sunday, October 31<sup>st</sup>.**

# Volunteer Crisis Responder Training



## **Week 4 October 20 - 27**

- Module 5: Self Injury and Violence
- **Wednesday, October 27, 5pm-8pm: 3 hr. group training in-person (attendance mandatory).**

- In-class discussion, listening to calls and role plays.

**Deadline to complete Module 5: Tuesday, October 26<sup>th</sup>.**

## **Week 5 October 27 – November 3**

- Module 6: Mental Health & Addictions
- Module 7: First Nations, 2SLGBTQ+, Back to the Basics
- **Wednesday, November 3, 5pm-8pm: 3 hr. group training in-person (attendance mandatory).**

- In-class discussion, listening to calls and role plays.

**Deadline to complete Module 6 and 7: Tuesday, November 2<sup>nd</sup>.**

**Deadline to complete Module 8 (Final Exam): Sunday, November 7<sup>th</sup>.**

## **Crisis Responder Training Phase 2: November/December 2021**

### **November 7- December 5**

- **Support Shifts (1-4)**
  - One-on-one mentorship with Crisis Line staff
  - Hands on experience applying the skills and knowledge learned
  - Commitment of one 4 hour shift per week, over the course of four weeks.
  - Must complete at least four support shifts before designated Volunteer Crisis Line Worker.

**Deadline to complete support shifts: December 5<sup>th</sup>.**

## Volunteer Crisis Responder Training



### Crisis Responder Chat and Text Training: January 2022

- Module 9: Crisis Chat and Text
- **Tentative date of Thursday, January 13<sup>th</sup>, 5pm-8pm: 3 hr. group training in-person (attendance mandatory).**
  - In-class discussion, mock chat/text role plays, remote responder training
  - Prerequisite to attend: Completion of Volunteer Crisis Responder Training Phase 1 and 2. Minimum 20 hours on the Crisis Line.

**Deadline to complete Module 9: Wednesday, January 12<sup>th</sup>.**

### Canada Suicide Prevention Service (CSPS) Crisis Responder Training: February 2022

- CSPS Specific Modules 1-2
- **Tentative date of Thursday, February 17<sup>th</sup>, 5pm-8pm: 3 hr. group training in-person (attendance mandatory).**
  - In-class discussion, introduction to VCC, remote responder training, mock voice and text interaction role plays.
  - Prerequisite to attend: Completion of Volunteer Crisis Responder Training Phase 1 and 2. Minimum 40 hours on the Crisis Line.

**Deadline to complete CSPS Specific Modules: February 16<sup>th</sup>.**



## Crisis Responder Training Frequently Asked Questions

### 1. How is Crisis Line training delivered?

We are currently offering training via Trainual which is an online, web-based application. Volunteers can take this training at their own convenience, given that they read through the modules by a certain date. They are required to attend either in-person training sessions at our Training Centre or via ZOOM once a week for 4 weeks to review the material and practice skills learned. Lastly, trainees complete shifts on the Crisis Line observing operations and being mentored by staff.

### 2. Is there a fee for Training?

Registrants are required to pay a training fee of **\$100.00** before gaining access to Trainual. This fee can be paid via e-transfer, credit card by phone, or cheque in person. It is non-refundable. The fee also includes membership with the Vancouver Island Crisis Society.

### 3. What if I am not able to complete the material by the deadline?

By being accepted into this training cohort, you are committing to an intense crisis intervention skills course. It is essential for the flow of information, weekly group meetings and skill development that the material is completed in a timely manner. Extensions will be granted upon request depending on the circumstances and your current course progression. If there are concerns about the ability to complete the material on time, please connect with your trainer. Other arrangements may be possible, or a future cohort may be recommended.

### 4. What if I am not able to attend one of the weekly mandatory group training sessions?

You need to connect with your trainer ahead of time as other arrangements may be possible.

### 5. When are we able to take the chat and text training?

Once you have completed your voice mentoring shifts, an additional chat and text training module will be available. You will need to have worked 20 hours on the Crisis Line and attended a small group training session to be able to take chat and text interactions.

### 6. When are we able to take interactions on the Canada Suicide Prevention Line?

Once you have completed the Volunteer Crisis Responder Training and worked 40 hours on the Crisis Line, two additional CSPA specific modules will be available. You will need to attend a small group training session before taking interactions.

### 7. Time commitment for training?

- a. Week 1-4 (8 hours a week in-person)
- b. Week 5-9 (Support shifts, 4 hours per week)
- c. Volunteer commitment (4 hours per week)

### 8. What is the ongoing shift commitment after the training?

- a. Volunteers are expected to complete one four-hour Crisis Line shift per week. One of which should fall within this time slot: 12am-8am (overnight).
- b. Volunteers can complete shifts with more frequency if they choose.
- c. The purpose behind this volunteer agreement is:
  - To be able to ensure the lines always have adequate coverage.
  - To acquire the experience needed to absorb and apply the knowledge and skills learned in training to become an effective crisis responder.

# Volunteer Crisis Responder Training



- To balance the investment VICS puts into training each crisis line worker.

\*Note: In addition to the weekly scheduled group sessions, course instructors will be available via email, phone, or ZOOM for you to ask questions, obtain further explanation, get help with the quizzes, and debrief. Instructor feedback will be provided once quizzes and reflections have been submitted.