

## FRASER HEALTH CRISIS LINE VOLUNTEER TRAINING OUTLINE

Session	Day	Time
<b>Welcome to Options Community Services</b> <ul style="list-style-type: none"> <li>• Agency Orientation</li> <li>• Health &amp; Safety Orientation for New Personnel</li> <li>• Agency Policies &amp; Procedures</li> </ul> <b>Cultural Awareness &amp; Competency</b> <b>Overview of the Fraser Health Crisis Line</b>	Saturday	10:00 – 4:30 pm
<b>Crisis Intervention</b> <ul style="list-style-type: none"> <li>• Theory / Model / Skills</li> </ul> <b>Call Documentation</b> <ul style="list-style-type: none"> <li>• iCarol Software</li> </ul> <b>Responding to Suicide</b> <ul style="list-style-type: none"> <li>• Assessment &amp; Intervention</li> </ul> <b>Phone Room Tour</b> <b>Next Step: Monitored Shifts</b>	Sunday	10:00 – 4:30 pm
<b>Monitored Phone Room Shifts</b> <ul style="list-style-type: none"> <li>• Three 4-Hour Observation Phone Room Shifts</li> <li>• Training Checklist Activities               <ul style="list-style-type: none"> <li>✓ Quick Reference Guide</li> <li>✓ Topic Specific Knowledge</li> <li>✓ Resource Databases</li> </ul> </li> </ul>	Various as per weekly sign-up schedule: 1 shift per week for 3 consecutive weeks	Various ~ as per sign-up schedule
<b>Skill Development Part I</b> <ul style="list-style-type: none"> <li>• Debrief Monitored Phone Room Shifts</li> <li>• Skill Development Activities / Exercises</li> </ul>	Sunday	10:00 – 4:30 pm
<b>Skill Development Part II</b> <ul style="list-style-type: none"> <li>• Role Play Practice</li> </ul>		
<b>Note: Groups are dependent upon class size &amp; will be determined on the first day of training</b>	Group I: Saturday Group II: Sunday	10:00 – 4:30 pm 10:00 – 4:30 pm
<b>Mentored Phone Room Shifts</b> <ul style="list-style-type: none"> <li>• Four 4-Hour Supported Phone Room Shifts</li> </ul>	Various as per weekly sign-up schedule: 1 shift per week for 4 consecutive weeks	Various ~ as per sign-up schedule
<b>Training Review</b> <ul style="list-style-type: none"> <li>• Debrief Mentored Phone Room Shifts</li> <li>• Procedure &amp; Skill Review</li> </ul>	Sunday	10:00 – 1:00 pm

- ☎ Sessions held at Options Community Services – 9815 140<sup>th</sup> St – enter from west side of building
- ☎ Beverages will be provided – please bring a lunch with you
- ☎ Police Information Checks are to be completed and returned as soon as possible
- ☎ Be sure to bring your personal and/or work schedule to the first weekend of training as you will be signing up for a Monitored Phone Room Shift and depending upon the size of the group possibly a Role Play Practice Group.