

## Crisis Line Responder Training

### Self-directed Module Checklist

✓	Self-directed Module Name	Time Required* (Approx.)
<b>Pre - Set</b>		<i>Total: 30 mins.</i>
	DC Credentials Login ( <i>Volunteers Only</i> )	10 mins.
	Pre-Test Crisis Line Responders	20 mins.
<b>Set # 1</b>		<i>Total: 4 hours</i>
	Crisis Intervention	1 hour
	Mental Health	2 hours
	Grief & Loss	1 hour
<b>Set #2</b>		<i>Total: 4 hours 15 mins.</i>
	Addictions	1 hour
	Call Management & Assertiveness	1 hour
	Suicide Interventions	1.5 hours
	Child, Youth & Family Safety	45 mins.
<b>Set #3</b>		<i>Total: 4 hours 15 mins.</i>
	CPR Risk Assessment	1 hour
	Youth Issues	1.5 hours
	Documentation <i>(Complete prior to "Outcalls and Documentation" class)</i>	45 mins.
	Basics of Online Service Training <i>(Complete prior to Roleplay Day #3)</i>	1 hour
<b>Set #4</b>		<i>Total: 4 hours 30 mins</i>
	Domestic Abuse	1.5 hours
	Safety Follow-ups	30 mins.
	Partnerships	1.5 hours
<b>Set #5</b>		<i>Total: 2 hours 15 mins.</i>
	BENCH	30 mins.
	Third Party Outreach & Conference Calls	15 mins.
	Genesys Cloud Technology Training	30 mins.
	Online Services Role-Play Preparation	1 hour
<b>Post - Set</b>		<i>Total: 20 mins.</i>
	Post – Test Crisis Line Responders	20 mins.

*\*Time is approximated based on average self-reporting of previous trainees; your experience may differ.*