

Crisis Line Responder Training

Self-Directed Absorb Module Checklist

✓	Self-directed Module Name	Time Required* (Approx.)
Pre - Set		<i>Total: 50+ mins.</i>
	Pre-Test Crisis Line Responders	20 mins.
	Introduction to DC's Tech - Module 1 – Tech Overview - Module 2 – Teams & Outlook	30 mins.+
Set # 1		<i>Total: 4 hours</i>
	Crisis Intervention	1 hour+
	Mental Health	2 hours+
	Grief & Loss	1 hour+
Set #2		<i>Total: 5 hours+</i>
	Addictions	1 hour+
	Call Management & Assertiveness	1 hour+
	Suicide Interventions	1.5 hours+
	CPR Risk Assessment	1 hour +
	Introduction to DC's Tech (Module 3 – iCarol)	30 mins. +
Set #3		<i>Total: 3 hours 30 mins. +</i>
	Child, Youth & Family Safety	45 mins. +
	Documentation <i>(Complete prior to "Outcalls and Documentation" class)</i>	45 mins.+
	Online Services Training <i>(Complete prior to Roleplay Day #3)</i>	1 hour+
Set #4		<i>Total: 5 hours+</i>
	Domestic Abuse	1.5 hours+
	Safety Follow-ups	30 mins. +
	Partnerships	1.5 hours+
	Introduction to DC's Tech (Module 4 – Genesys)	30 mins. +
Set #5		<i>Total: 2 hours 45 mins.+</i>
	Youth Issues	1.5 hours+
	Third Party Outreach & Conference Calls (Micro-learning)	15 mins. +
	Genesys Cloud Technology Training	30 mins. +
Post - Set		<i>Total: 20 mins. +</i>
	Post – Test	20 mins. +

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