



Chimo Crisis Line Volunteer Core Training Schedule

Week	Session	Date & Time(s)	Description
1	Module 1	Self-Paced	Active Listening & Crisis Intervention Model, Manipulation & Boundary Setting, Self-care, Cultural Safety & Humility
	Online Checkpoint 1	Saturday, 10am - 1pm	Group Debrief and Roleplays
2	Module 2	Self-Paced	Loneliness & Grief, Suicide Intervention
	Observation Shift	Mondays - Sundays, 5 – 8pm OR 8:30pm – 11:30pm	Agency and Program Policies and Procedures, Building Orientation Call Response Procedures
	Online Checkpoint 2	Saturday, 10am - 1pm	Group Debrief and Roleplays
3	Module 3	Self-Paced	Mental Health, Dependence & Homelessness, Victimology
	Observation Shift	Mondays – Sundays, 5 – 8pm OR 8:30pm – 11:30pm	Call Response Procedures (Cont'd)
	Online Checkpoint 3	Saturday, 10am - 1pm	Group Debrief and Roleplays
4	Module 4	Self-Paced	iCarol and Genesys, Resource Referral
	Observation Shift	Mondays – Sundays, 5 – 8pm OR 8:30pm – 11:30pm	Call Response Procedures (Cont'd)
	Online Checkpoint 4	Saturday, 10am - 1pm	Group Debrief and Roleplays
5	Coached Shift 1	Mondays – Sundays, 5 – 8pm OR 8:30pm – 11:30pm	Follow-Ups, Third-Party Outreach Calls, Staff Consultations, Phone Room Shift Protocols,
6	Coached Shift 2	Mondays – Sundays, 5 – 8pm OR 8:30pm – 11:30pm	Call Report Documentation
7	Coached Shift 3	Mondays – Sundays, 5 – 8pm OR 8:30pm – 11:30pm	Post-Training Survey, Volunteer Commitment & Shift Sign-Up

*The specific training dates will be shared at the interview.