

About Distress Centre

Mission Statement:

Provide compassionate, accessible crisis support that enhances the health, well-being and resiliency of individuals in distress.

Vision Statement:

Everyone is heard.

Distress Centre Core Values:

Accessibility	Collaboration	Compassion	Excellence	Inclusivity
Innovation	Leadership	Partnerships	Respect	Volunteerism

For the last 40 years, Distress Centre has provided 24-hour support lines, crisis counselling and referral services to anyone in need. We give people from all walks of life the immediate emotional and mental support they need to overcome crisis—whatever it may be. Together, staff and volunteers create a unique culture and supportive work environment that sets us apart. Our staff do not simply have an interest in helping, but share a commitment to achieving results. Distress Centre provides the support, resources, and opportunities needed to grow and create change for our community.

Training

Our volunteers and staff begin their Distress Centre journey with a comprehensive (up to 60 hours) of training, which includes a classroom training portion/format. Training teaches any participants valuable information concerning grief and loss, relationships, addictions, youth issues, mental health, domestic violence, and more. Throughout training participants are evaluated on skills related to support including risk / suicide assessment, establishing rapport and trust, voice tone, active listening, validation, assessing resources, and offering referrals. Each topic is divided into theory, discussion and role plays simulating situations that you may encounter (approximately 3 hours in length). Subjects include:

- Crisis Intervention
- Relationships
- Grief and Loss
- Mental Health
- Suicide
- Youth Issues
- Addictions
- Domestic Violence
- Being an Ally

Digital reading materials including learning objectives are provided for topics attended upon confirmation of registration. For training taking place at Distress Centre, refreshments are included. Attending training on time or informing the training coordinator if unable to attend is an expected courtesy of training attendees, and refunds are not available for missed modules.

A certificate of attendance is provided upon completion of training, however be advised this does not stand in for professional designation. Training at Distress Centre counts towards **Category A** continuing competency credits with the Alberta College of Social Workers (ACSW). Each module counts for 3 credited hours. You must explain how this activity meets the personal learning goals you have set out for yourself by submitting a Category A Summary Form to the ACSW along with the certificate(s) provided.

Fees/Rates:

A non-refundable 25% deposit is required upon registration, and full payment is due one week prior to course start date. Specific modules or packages can be purchased. GST is not charged for training.

Individual and Student Fees

Fees	Individual	Student (with valid ID)
1 module	\$80	\$60
3 modules	\$225	\$170
6 modules	\$420	\$315
9 modules	\$520	\$390

***Individuals/Students purchasing training will be required to attend training with volunteers preparing for work on the crisis lines. One-on-one training is not provided. Volunteer training schedules can be found at www.distresscentre.com.

Non-Profit Group Fees

Fees	Group (non-profit) 2-6 people	Group (non-profit) 7-15 people	Group (non-profit) 16-30 people
1 module	\$400	\$600	\$900
3 modules	\$800	\$1500	\$2000
6 modules	\$1500	\$2500	\$3500
9 modules	\$1900	\$3000	\$4500

***Additional participants beyond 30 people will be billed at \$50/person.

Corporate/For-Profit Group Fees

Fees	Group (for-profit) 2-6 people	Group (for-profit) 7-15 people	Group (for-profit) 16-30 people
1 module	\$600	\$1000	\$1200
3 modules	\$1500	\$2100	\$2500
6 modules	\$2800	\$3600	\$4000
9 modules	\$3500	\$4700	\$5200

***Additional participants beyond 30 people will be billed at \$100/person.

Off-site training:

Training in the community is available with flexible day/evening/weekends options provided the space is projector and computer/laptop compatible. **Please note that a 10% surcharge is applied to off-site training or any transportation costs incurred by the presenter (which ever cost is greater).**

Repeat Training Discount:

Distress Centre is happy to provide returning clients a 10% discount on all future training costs. Please discuss this when booking your training.