



The Distress Line

Volunteer Listeners

What is the Distress Line?

The Distress Centre provides confidential supportive listening to individuals in Waterloo, Wellington and Dufferin. The Distress Centre telephone lines operate 24/7 and are answered by trained volunteers who work in collaboration with crisis services staff providing crisis assessment, problem solving, referral and encouragement for self-interventions.

Who can become a volunteer?

Distress Centre Volunteers are 18 years of age (or older) and work a minimum of one four-hour shift per week. Scheduling is flexible and volunteers choose their shifts on a weekly basis, however, a one-year commitment is required.

Is training provided?

Distress Centre volunteers receive intensive classroom training in supportive listening skills, crisis assessment and community resources. This interactive training utilizes manuals, group discussions, value reflection and role-plays. Volunteers also participate in a Distress Centre practicum where they are mentored by experienced staff members.

Volunteer benefits

Volunteers experience the benefits of:

- Working collaboratively within a professional crisis team
- Providing an invaluable service for your community
- Professional growth through participation in ongoing training opportunities
- Developing a working knowledge of community resources and providing information and referrals to callers
- Developing communication, problem-solving and interpersonal skills
- Becoming a member of a team and working with other community oriented, dedicated individuals

Privacy

At CMHA WWD, your privacy is paramount. To learn more about our privacy policies visit: www.cmhawwd.ca/privacy



Canadian Mental
Health Association
Waterloo Wellington Dufferin

Association canadienne
pour la santé mentale
Waterloo Wellington Dufferin

Get Involved!

For further information about becoming a Distress Centre Volunteer Listener, please call:

519-744-7645 x 4096

Or call us toll free:
1-877-627-2642

Who will I be talking to?

Distress Centre volunteers respond to individuals calling:

The Distress Line
519-745-1166
Supportive listening

The Youth Line
519-745-1166
For callers 18 years and younger.

The EARS Line
519-570-3277
Adult male victims of sexual abuse

The Community Links Line
519-744-5594
Connecting you to community resources.

Grand River Mental Health and Addictions Directory
519-744-5594
Mental Health and Community Referral Information