



# The Distress Line

## Volunteer Listeners

### What is the Distress Line?

The Distress Centre provides confidential supportive listening to individuals in Waterloo and Wellington. 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 WW, your privacy is paramount. To learn more about our privacy policies visit: [www.cmhaww.ca/privacy](http://www.cmhaww.ca/privacy)



Canadian Mental  
Health Association  
Waterloo Wellington

Association canadienne  
pour la santé mentale  
Waterloo Wellington

### 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**

Or visit our website:  
[www.cmhaww.ca/programs-services/distress-lines/](http://www.cmhaww.ca/programs-services/distress-lines/)

### 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