

Fall 2010 Training Schedule

Class times are 6:00 pm - 9:30 pm

Classes begin October 4th.

Class times for Saturday October 9th & Saturday November 13th are 8:30 am-4:00 pm

Mon. Oct. 4	Introduction/Feeling Awareness*
Sat. Oct. 9	Active Listening*
Mon. Oct. 11	Suicide
Mon. Oct. 18	Community Services/Policies and Procedures
Mon. Oct. 25	Drugs and Alcohol Issues
Mon. Nov. 1	Mental Health
Mon. Nov. 8	Intro to Information & Referral
Sat. Nov. 13	Learn Computers

Training site: To be determined

* Required attendance.

Only 1 absence is permitted.

Training times, topics and location are subject to change.

A confirmation letter and directions will be sent prior to the beginning of training.

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 Enroll me in the phone worker training class.

I am enrolling for personal or professional growth. A \$75 non-refundable fee is enclosed.

I am not able to attend training at this time. Please send me future training mailings.

Name

Address

City State Zip

Home Phone Work Phone Email

Make Checks payable to "CONTACT Helpline" and mail with this registration form to:

CONTACT Helpline
PO Box 90035
Harrisburg, PA 17109



CONTACT Helpline
P.O. Box 90035
Harrisburg PA 17109-0035



Want to make
CONTACT
a difference?
can help.

Want a great
CONTACT
volunteer
can help.
opportunity?

Listening, Information
& Referral Services for
Southcentral Pennsylvania
since 1970

Providing our community with free,
confidential services 24 hours a day,
7 days a week.

CONTACT Helpline Phone Worker Training

CONTACT Helpline has provided 24 hour listening, information and referral services to Cumberland, Dauphin and Perry Counties since 1970. We respond to a wide range of needs: family problems, substance abuse, mental health issues, housing, emergency services and health problems.

No matter what, CONTACT is there to help.

You Make a Difference

As a CONTACT volunteer, you provide a valuable community service. You also receive many benefits such as new friendships, acquiring new skills and opportunities for continued learning. The CONTACT experience will be as fulfilling for you as it is for those who reach out for help.

Training

The training program is designed to help you learn the art of “active listening” and includes topics such as drug and alcohol issues, crisis intervention, community resources, problem solving and mental health issues. New classes begin every March and September/October. Training includes 35 hours of classroom training spanning 6 weeks. Apprenticeships are 20 hours over 4 weeks.

Commitment

After completion of training, volunteers are expected to give a minimum of 12 hours a month on the phones. Shifts are flexible, you pick the times that fit your schedule. We ask that you commit for at least one year as a volunteer.

CONTACT Helpline

249-6226
(Carlisle Area)

652-4400
(Harrisburg Area)

800-932-4616
(Upper Dauphin, Adams,
Franklin & Perry Counties)

To learn more about our publications, services, special events and volunteer opportunities, visit our website at:
www.contacthelpline.org

CONTACT Helpline

PO Box 90035

Harrisburg, PA 17109

Phone 717- 652- 4987

Fax 717- 652 - 5017

Email: contact@paonline.com

www.contacthelpline.org

Listening Services

Our volunteers are ALWAYS available to listen - - no matter what time of day or night. A problem may seem overwhelming until you talk it through. Or it may seem too small to call us about. We will listen, no matter what, without passing judgement or telling you what to do. Your call will be kept confidential. We are always a phone call away.

Information & Referral

We provide FREE information & referral to over 1,400 human services and support group in Cumberland, Dauphin and Perry Counties. Our information covers a broad range of topics including: food pantries, recreation, health care, legal assistance, housing, counseling, support groups, and crisis intervention services.

Collaborative Relationships

CONTACT works with several non-profit agencies in the community in an effort to provide 24 hour service. Safe Haven is a statewide number for people who would like to take their 28 day or younger baby to a local hospital, if they are unable to care for the baby. CONTACT runs this program for the State. Dauphin County Crisis Intervention provides crisis services for residents of Dauphin County. CONTACT answers the phones for Crisis when they need to go in the community to assist a resident. There are additional collaborations you will learn about during training.

Publications

The annual CONTACT Resource Guide contains information on 1,400 human service programs serving Dauphin, Cumberland and Perry Counties. The guide is available in both print and CD-ROM format. The semi-annual Support Group and Counseling Guide lists nearly 200 support group and counseling services.

