Trainings held 2nd and 4th Wednesday of Every Month

Time: 12:00 - 4:30 pm (4.5 hours)

Location: New York Avenue Presbyterian Church, John Quincy Adams Boardroom

Training Outline

* + 1. **[12:00-12:45 pm] Orientation to the Center**
       1. History of Washington DC Homelessness/Context/
          1. Why the Center is Important/
          2. Services Delivered at the Center
       2. *(*Overview of people served at the Center
          1. Who’s being served - Demographics
          2. Mental Health 101 and Psychiatric Emergencies
       3. Consumer Perspective
    2. **[12:45-1:15 pm] Confidentiality** 
       1. Confidentiality/Sharing and protection of information
          1. Confidentiality and privacy agreement
    3. **[1:15-2:15 pm] Safety Training** 
       1. Trauma and Safety
          1. De-escalation and Warning Signs
          2. Safety at the Center
          3. Staff contacts
          4. Emergency Procedures

**[2:15-2:45 pm] “15” Minute Break**

* + 1. **[2:45-3:45 pm] Person-Centered Interaction**
       1. Harm Reduction
          1. Person-centered language and active listening
          2. LGBTQ sensitivity
    2. **[3:45-4:30 pm] Volunteer Procedures** 
       1. Rules of the Center/Volunteer Handbook
          1. Volunteer Responsibilities
          2. “Our Promise to You”
          3. Collect Paperwork

Media Release

Volunteer Handbook Agreement

* + - 1. Volunteer Signup Process
         1. Detailed discussion of available volunteer opportunities
         2. Signup Genius Walkthrough
         3. “Day 1 Experience” Walkthrough
         4. Volunteers encouraged to sign up for first 3 shifts
         5. Short Tour of the facility