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