Orientation & Training Outline

Teen Crises Hotline

General Orientation

- Introduction to the TCH
  - History of the program
  - Mission, Vision
  - How volunteers contribute to the TCH mission

- Introduction to the staff
  - Icebreaker
  - Meet any Advisory Board members that can attend the orientation
  - Other paid staff members who will interact with volunteers

- Expectations
  - Frequency of volunteering
  - Attitudes/Behavior
  - Absenteeism
  - Training & continuing education requirements
  - Confidentiality of caller information

- Policies/Procedures
  - Dress Code (if any)
  - Background checks
  - Parking
  - Representing TCH to the media
  - Safety Procedures
    - Building Security
    - Use of office equipment