

**FOR IMMEDIATE RELEASE**

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**May 7, 2009**

**HeartLine Offers New Fast Track Training For Volunteers--  
Volunteers Urgently Needed to Staff HeartLine's 24/7 Helpline**

What can you do in three weeks? At HeartLine, you can attend four days of training and learn skills you can use for a lifetime.

Over 114,000 Central Oklahomans called HeartLine in 2009 seeking emotional support and information and referral to community services. HeartLine, Central Oklahoma's Community Connection, is in great need of volunteers willing to be trained as Call Specialists. HeartLine offers help, hope and information 24 hours a day to callers who daily call use 211, suicide crisis and CareLine, and Gambling Helpline services.

HeartLine's Call Specialist Training is designed to equip volunteers with the skills they need to handle any type of phone call and focuses on listening skills. Our newly designed fast track training will be held over the course of three weeks, which will allow volunteers to start answering phone calls in July. Classes will meet June 8<sup>th</sup>, 10<sup>th</sup>, 15<sup>th</sup>, 17<sup>th</sup>, 22<sup>nd</sup> and 24<sup>th</sup>, from 5:30 to 9:00 pm. ASIST training, specialized crisis intervention training, will be held July 10<sup>th</sup> and 11<sup>th</sup>, from 9:00 am to 4:00 pm.

Call Specialist Training includes valuable skills in self-care and limit setting, in understanding manipulation, and in working with the grieving person and the suicidal person. Volunteering to staff the 24/7 Helpline provides the opportunity to practice the listening and self-care skills while responding to callers' various needs.

Call Specialist Training begins June 8<sup>th</sup>, 2010. For more information call Tonya Wiley at 840-9396 ext 123, e-mail [twiley@heartlineoklahoma.org](mailto:twiley@heartlineoklahoma.org) or visit the organization's web site at [www.heartlineoklahoma.org](http://www.heartlineoklahoma.org).

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