

TEEN LINE

FREQUENTLY ASKED QUESTIONS

How many Teen Line training opportunities are there per year?

Teen Line holds 3 trainings per year; Fall, Spring and Summer. Fall training begins in early October and ends mid-December. The Spring training begins in early February and ends mid-May. The summer training begins early June and ends late July.

Who is eligible for Training?

Teens in the Los Angeles area can apply to be a part of Teen Line starting first semester of their freshman year, provided they are already 14. The latest teens can apply to our program is summer before junior year. We do not take applications from juniors or seniors.

How do I find out about dates and get the application?

Teens, please sign up to be notified by email when the application is open. Summer dates are usually out by late April, Fall by late July, and Spring by November.

Where is training and is it in-person?

Training will occur IN PERSON at Didi Hirsch Suicide Prevention Center, 10227 W Olympic Blvd, LA, 90067. All sessions are **mandatory**. Teens will also volunteer one evening on the hotline from 5:30-10:15 PM during training.

I see that Teen Line is affiliated with Cedars Sinai; are there any health requirements for volunteers?

Yes. All volunteers are required, and must show proof of being up to date on the following (NO EXEMPTIONS allowed);

- **All immunizations, including TDAP, MMR, chicken pox and COVID-19**
- **Flu shot during flu season**
- **A TB test within the last six months**

We know that some people have strong beliefs against immunizing their children. However, because Teen Line is affiliated with a hospital, there are no exceptions to any of these precautionary measures. **Flu shots and TB test must be renewed on an annual basis while volunteering at Teen Line.**

If I have a conflict with one of the training dates, how do I make it up?

There is no way to make up a training session. If you cannot reschedule your conflict, then consider applying for the next training period. If a volunteer misses any training at all, they will have to start all over again in the next training period.

Once I am done with training, do I start working on the hotline right away?

Yes and no. After training is completed, teens are expected to volunteer in the hotline room **at least twice a month** from 5:30pm-10:15pm IN PERSON at 6500 Wilshire Blvd, LA, 90048. The hotline is open 7 nights/week and teens sign up for their schedule online before the new month begins. You will not be answering calls or texts right away. In order to answer calls and texts, you must first fulfill the position of “observer” in the hotline room. As an observer, you will have the following tasks to complete:

- observe experienced teens taking calls
- answer emails from teens struggling with an issue
- complete a series of 15 role-plays. These role plays are on topics that most frequently come up on the line.
- Pass the “listeners” test, a combination written and role play exam

Once you have completed the above, then your status will change from “observer” to “listener” and you will be ready to answer hotline calls and texts. This can take anywhere from 3 months to a year, depending on how quickly you finish your role plays.

I have a very busy schedule with school, sports and other extracurricular activities. I want to add Teen Line, but I don't think I can make the commitment. Is there any way for me to come in less often?

No, volunteers are responsible for working at least two shifts per month. Teen Line is a very consuming and special volunteer opportunity. If you are very busy with other pursuits and want to be successful at Teen Line, it is important to have excellent time management and organizational skills.

Is there any cost involved in the Teen Line training?

No, once accepted into the program there will be no training fee.

I live really far from our location or not in Los Angeles. Does Teen Line have any other locations?

At this time, 6500 Wilshire is our only hotline location. We do not offer remote opportunities. You can look into teentalkapp.org or 7cups.com if you are interested in remote volunteering opportunities.