

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. Both of these trainings are held from 4:30-7 every Tuesday and Thursday and some select Saturdays from 9-1. The summer training begins early June and ends late July. The Summer trainings meet Tuesdays and Thursdays from 3:30-6:30, and most Saturdays from 9-1.

Because Teen Line is in a hospital, are there any health requirements for volunteers?

Yes. All volunteers are required, and must show proof of being up to date on the following;

- **All immunizations, including the tdap, the whooping cough vaccine**
- **A current flu shot**
- **A TB test within the last six months**
- **Chicken pox vaccine**

We know that some people have strong beliefs against immunizing their children. However, because Teen Line is located in a hospital and the welfare of the patients is a top priority, 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, you will start working in the hotline room once a week, but 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.
- Attend a 12 Step Program meeting
- Visit the Museum of Tolerance
- 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.

Once I am on the hotline, how often do I volunteer?

All volunteers, both observers and listeners, come in once a week, from 5:30 to 10:15pm. We are open 7 nights a week.

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 a once a week commitment. Is there any way for me to come in less often?

No, volunteers are responsible for covering one shift per week. 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?

Yes, there is a one-time training material fee of \$250.00 due at the Parent-Teen Orientation. No one will be turned away based on inability to pay. Teen Line has established a scholarship fund for such circumstances. Please let us know on your application if you would like to apply for a scholarship

I live really far from Cedars Sinai Hospital. Does Teen Line have any other locations?

At this time, Cedars is our only location. Further, we do not know of any other organization that provides the service that Teen Line does.