

## TRAINING PROGRAM OVERVIEW

### DESCRIPTION:

This training program is mandatory for all persons having direct contact with clients residing at PHC and FHC

### OBJECTIVES:

- To give an overview of the programs and services offered at PHC /FHC
- To help staff/volunteers understand the dynamics of domestic violence and related abuse
- To expose staff/volunteers to the policies and procedures necessary to maintain efficiency and effectiveness in PHC /FHC management and service delivery.
- To teach staff/volunteers how to relate to and serve clients in a professional and Christ-like manner.
- To provide an environment where staff, volunteers and clients can grow as they learn to appreciate, support and value each other.

### REQUIREMENTS:

1. Attendance at all sessions
2. Participation in group activities
3. Completion of Assignments
4. Criminal Back Ground Check



### METHODOLOGY:

1. Lectures
2. Group Discussions/Exercises/Role Plays
3. Viewing of DVD/Video Tapes
4. Question & Answer Periods
5. One written assignment (3 pages minimum)

### CERTIFICATE OF COMPLETION:

You will be awarded a certificate of completion upon fulfillment of all course requirements.



## Staff / Volunteer Training Program

for

*Patty's Healing Center & Frieda's Healing Center*

*(Ministries of Women's Healing  
and Empowerment Network)*

November 30, December 7, December 14  
6:00—8:00 p.m.



*Instructor: Mable C. Dunbar, Ph. D., LPC.*

East Central Community SDA Church  
1917 E 2nd Avenue  
Spokane, WA 99220-3343

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For Registration:

Tel. (509) 838-2761 ext. 504  
*(Mondays and Wednesdays)*

or

(509) 323-2123 (leave a message)  
Toll Free: 1-877-276-5597

E-mail: [info@whennetwork.com](mailto:info@whennetwork.com)  
Web Site: [www.whennetwork.com](http://www.whennetwork.com)

## TRAINING PROGRAM SCHEDULE

### **Session 1:**

Introduction and Overview  
Why we are Here!

### **Session 2:**

What is Domestic Violence?  
Forms of Abuse  
Characteristics and Cycle of Domestic Violence  
Behavioral Characteristics of Domestic Violence  
The Victim and the Batterer  
Myths and Facts about Domestic Violence

### **Session 3:**

Domestic Violence Life Cycle  
Dating  
Children  
Adulthood  
Effects of Domestic Violence Over Time

### **Session 4:**

The Community's Perspective  
Community Action Coordinated Model  
Safety Support  
What You Can Do!  
Coordinated Community Response

### **Session 5:**

The Religious Perspective vs. the Christian's Perspective  
Some Thoughts  
An Appropriate Response  
Watch out for Rescuing!

### **Session 6:**

Insights into Working with Women in Crisis  
Factors that Make it Difficult for us to Give Help  
Personal and Group Reflections

### **Session 7:**

Ethical Policies and Guidelines  
Personnel Code of Ethics  
Legal Issues

### **Session 8:**

Volunteer Information  
Volunteer Job Description  
Safety Plans  
PHC / FHC Operational Procedures  
Resources  
Statistical Information  
State Coalitions

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