



Community Action Program of Lancaster County

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CONTACT Lancaster Helpline Offers Training Classes for New Volunteers

(Lancaster, PA) – CONTACT Lancaster Helpline is planning to hold training classes for new volunteers. The training is free of charge to those who volunteer a minimum of 8 hours per month with the organization.

CONTACT will offer two class times to accommodate busy schedules. One class will be held on Tuesdays beginning March 22 from 6:00 p.m. to 9:00 p.m. The second will be Wednesdays beginning March 23 from 1:30 p.m. to 4:00 p.m. Both classes will be held at the Community Action Program of Lancaster County located at 601 South Queen Street and run for 10 consecutive weeks.

According to Regina Begley, CONTACT Lancaster Helpline director, the classes teach participants how to be good listeners on the phone. “We learn how to be nonjudgmental, active listeners who can reflect feelings. We touch on how to handle calls that are of a manipulative /sexual nature, how to handle calls from people on the Suicide Line, domestic violence calls, calls from addicts and many others,” said Begley. The training also reviews the many resources available in the local community for those in crisis.

CONTACT Lancaster Helpline provides confidential assistance to individuals in crisis through highly trained, compassionate volunteers. Callers often receive referrals to life-saving resources and interventions. CONTACT also answers a dedicated suicide line (1-800-273-TALK), a teen line and performs daily reassurance calls to homebound elderly. For information on the training classes, contact Begley at (717) 509-7711.

The CONTACT Lancaster Helpline is one of 36 programs administered by CAP of Lancaster County, which community leaders formed in 1966 to assist low and moderate-income individuals with the resources, skills, and knowledge needed to become self-sufficient. CAP of Lancaster County has a budget of over \$46 million and employs 325 people who provide services to qualified individuals throughout Lancaster County.