











Volunteer Listener – Quick Checklist





Before Meeting

-  Confirm schedule with coordinator or veteran.
-  Reach out to confirm time and location (or platform if virtual).
-  Prepare yourself: be calm, focused, and ready to listen.
-  Remember confidentiality guidelines.




During the Session

-  Practice **active listening**: eye contact, nodding, reflecting back what’s heard.
-  Encourage veterans to share at their own pace.
-  Offer empathy and validation—acknowledge feelings without judgment.
-  Be patient with silence; don’t rush the conversation.
-  Avoid giving unsolicited advice or trying to “fix” problems.
-  Respect boundaries—keep the focus on the veteran.

After the Session

-  Thank the veteran for sharing their time and story.
-  Log session details for coordinator (without breaking confidentiality).
-  Report any concerns (distress, safety issues) to coordinator immediately.
-  Practice self-care—debrief if needed, take breaks, and avoid burnout.

Reminders

-  Confidentiality is critical—never share personal details.
-  You are a listener, not a therapist—refer veterans to professional help if needed.
-  Stay updated on local veteran resources to share when appropriate.

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