



Listening Program-Volunteer Expectations

Purpose

Provide compassionate, non-judgmental listening to veterans through trained volunteer listeners (not clinicians), helping veterans feel heard, valued, and connected to community resources when appropriate.

1) Services Offered

A. One-to-One Listening Sessions

45–60 minute conversations (in-person, phone, or virtual) focused on active listening, empathy, and validation. **Listeners do not diagnose, treat, or provide therapy.**

B. Resource Connection

If a veteran asks for help or appears to need additional support, listeners can direct clients to call the **Qualified Listeners office at 720-600-0860** for information about appropriate services (e.g., VA resources or community resources). **Listeners do not provide advice beyond informational referrals.**

C. Safety Awareness & Escalation

If distress or safety concerns emerge, the listener promptly follows the program's escalation protocol and contacts the Family Care Coordinator; **crisis resources are provided immediately.**

D. Post-Session Follow-Up

Thank the veteran, log session details (non-identifying summaries), and notify the coordinator of any concerns or referral actions.

2) Who the Services Are For

Primary Audience: Veterans seeking a supportive, confidential space to talk, be heard, and feel connected.

Eligibility & Access: Open to veterans of all eras, ranks, and discharge statuses. **Not intended to replace clinical care.**



Supporting Veterans Strengthening Families

Exclusions / Redirects: Individuals currently in acute crisis or requesting clinical counseling are warmly referred to licensed services or crisis lines (e.g., 988, VA resources). Volunteers refer to the program's escalation protocol.

3) How Services Are Executed

A. Onboarding & Scheduling: Veteran submits interest; Family Care Coordinator matches with volunteer listener; confirm time and format.

B. Pre-Session Preparation: Listener reviews boundaries, confidentiality, and all training materials.

C. Session Flow: Welcome & consent, active listening, boundaries, close & next steps.

- Pre-Session Disclosure: 'This is a volunteer listening program. Listeners are not licensed therapists.' Consent obtained before first session.

D. Post-Session Actions: Thank veteran, document non-identifying notes, report concerns, practice self-care.

4) Program Safeguards & Policies

Role Clarity & Boundaries: Listeners provide emotional support via active listening; **they are not therapists.**

Confidentiality & Privacy: Keep veteran details confidential; only share information with coordinator when required by safety.

Safety & Escalation Protocol: Recognize distress signals; escalate per protocol.

Training & Ongoing Support: Mandatory orientation.

Time Commitment & Reliability: Volunteers commit to consistent availability (2–4 hours/week; 3-month minimum).