

Vision

People in crisis will be able to find the support they need to become self-sufficient.

Mission

Compassionately help people in crisis to make healthier choices for a happier future.

About Crisis Call Center

Crisis Call Center was established in 1966 in response to the high rate of suicide in Nevada. Started as an outreach program with Northern Nevada Adult Mental Health, a plan was created to establish a 24-hour suicide prevention hotline through the University of Nevada, Reno. Crisis Call Center became an independent not-for-profit agency in 1985. We are accredited by the American Association of Suicidology and the Substance Abuse Prevention and Treatment Agency, and are a Standard of Excellence Partner of the United Way of Northern Nevada and the Sierra. Crisis Call Center is a multi-lingual service provider.



Upcoming Training Sessions

Fall 2011

Oct 05: 6-9PM	Oct 26: 8-5PM
Oct 07: 6-9PM	Nov 02: 6-9PM
Oct 12: 6-9PM	Nov 05: 6-9PM*
Oct 15: 8-5PM	Nov 06: 8-5PM*
Oct 16: 8-5PM	Nov 09: 6-9PM
Oct 19: 6-9PM	Nov 16: 6-9PM

Winter 2012

Jan 11: 6-9PM	Feb 01: 6-9PM
Jan 13: 6-9PM	Feb 04: 8-5PM*
Jan 14: 8-5PM	Feb 05: 8-5PM*
Jan 15: 8-5PM	Feb 08: 8-5PM
Jan 18: 6-9PM	Feb 15: 6-9PM
Jan 25: 6-9PM	Feb 22: 6-9PM

Spring 2012

Apr 11: 6-9PM	May 02: 6-9PM
Apr 13: 6-9PM	May 05: 8-5PM*
Apr 14: 8-5PM	May 06: 8-5PM*
Apr 15: 8-5PM	May 09: 6-9PM
Apr 18: 6-9PM	May 16: 6-9PM
Apr 25: 6-9PM	May 23: 6-9PM

* optional days for SASS Volunteer Trainees



Are you reliable?

Are you an empathetic listener?

Do you enjoy helping others?

**Volunteer with
Crisis Call Center**

Crisis Lines

Our service is a hotline providing support, information and referrals and crisis intervention for the state of Nevada. While the Center is most well known for its suicide prevention efforts, the hotline is available to anyone in any type of crisis. The crisis lines are operational 24 hours per day, 365 days per year. In addition the crisis lines are responsible for after-hours calls regarding child abuse, elder abuse, domestic violence and senior services.

Sexual Assault Support Services (SASS)

Our Sexual Assault Support Services program was established in 1979. SASS volunteers provide face-to-face advocacy and support to individuals immediately following an assault. Advocates provide solace to victims at the hospital or exam center, in interviews with law enforcement and throughout the legal process. SASS

also provides support groups, and through emergency assistance funds, short term lodging and other services necessary for the security of the survivor. SASS services are offered 24 hours per day 365 days per year. SASS volunteers must have valid driver's license and reliable vehicle.

Requirements

Trainings are held quarterly with 56 hours of class time and additional hours for hands on experience. Due to the nature of our work and the diverse issues we cover solid attendance is crucial.

- ▶ Volunteers must commit to a minimum one-year term of service to the program for which they are trained.
- ▶ Each program may have additional specific requirements. Please ask for details.

What We Look For

- ▶ Strong compassion and a desire to help others.
- ▶ Reliability and dependability.
- ▶ Ability to communicate respectfully and effectively with diverse populations.
- ▶ Sound judgment and the ability remain calm in stressful situations.
- ▶ Ability to respect and maintain strict client confidentiality and adhere to agency standards and policies.
- ▶ Ability to refrain from giving advice and projecting personal views.
- ▶ Good self-care and the ability to seek out support from others when necessary.

Make a Difference. Change a life.

Volunteer Today
775.784.8085