



P.O. Box 8016 • Reno, NV 89507  
(775) 784-8085 • Fax (775) 784-8083

## Volunteer Application

CRISIS LINES

SASS

*Please Print or Type*

Name: \_\_\_\_\_ Phone: (home)  
\_\_\_\_\_ (work) \_\_\_\_\_

Address: \_\_\_\_\_  
(State) (Street) (City)  
(Zip)

Date of Birth \_\_\_\_\_ E-mail \_\_\_\_\_

Place of Employment/Occupation  
\_\_\_\_\_

How did you hear about Crisis Call Center?  
\_\_\_\_\_  
\_\_\_\_\_

What special skills, abilities, experience, or training will you bring to the Center?  
\_\_\_\_\_  
\_\_\_\_\_

Do you speak any languages other than English? If so, what?  
\_\_\_\_\_

Have you done any volunteer work before? If yes, what kind?  
\_\_\_\_\_  
\_\_\_\_\_

With the understanding that we all have areas of sensitivity, check any issue(s) that you feel might be difficult for you:

|  |   |                                      |
|--|---|--------------------------------------|
| <input type="checkbox"/> Domestic Violence | <input type="checkbox"/> Sexual Assault | <input type="checkbox"/> Child Abuse |
| <input type="checkbox"/> Substance Abuse   | <input type="checkbox"/> Mental         | <input type="checkbox"/> Illness     |
| <input type="checkbox"/> Depression        | <input type="checkbox"/> Sexuality      | <input type="checkbox"/> Abortion    |
| <input type="checkbox"/> Suicide           | <input type="checkbox"/> Other:         |                                      |

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Please list at least 2 non-relative personal or professional references and best time to contact them:

Name \_\_\_\_\_ Relationship \_\_\_\_\_

Phone# \_\_\_\_\_ Times \_\_\_\_\_

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Briefly describe why you are interested in volunteering with Crisis Call Center:

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Do you have access to a licensed, insured vehicle?  Yes,  No

Driver's License #: \_\_\_\_\_

State: \_\_\_\_\_

After completing your training, you are expected to commit to one year of volunteering: 4 - 4 hour shifts per month for the Crisis Lines or 3 - 12 hour on-call shifts per month for the SASS program. Will this be a problem for you?  Yes,  No If yes, please explain:

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I hereby certify that all statements made on this application are true and correct to the best of my knowledge. I understand that by submitting this application, I authorize inquiries to be made concerning my stability as a volunteer. Additionally, I agree to submit to a state and federal background check prior to commencing my volunteer service. The information requested in this application, and such as may otherwise be obtained, will be used only for the purpose of determining suitability as a crisis lines or a sexual assault support services volunteer. All information will be held in strict confidence.

I understand this application, interview, and the training program is a screening process. The criteria used in the selection of volunteers is designed to insure that the individual is able to meet the responsibilities and emotional needs of both the volunteer and the clients served by crisis call center. If unforeseen circumstances prevent me from fulfilling this one (1) year commitment, I will notify the program coordinator in writing.

Applicant's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# What Would You Do?

These are several sample situations of calls you might receive on the crisis lines. This is not a test. Do your best drawing from your “gut instinct” and/or knowledge you may have. Please mail or fax this back along with your application.

Consider the following situations carefully. Use a separate sheet of paper if necessary for your notes on how you would handle each one. What kinds of questions would you ask the caller? What suggestions would you have for them? How would you build rapport and demonstrate empathy?

## **SITUATION ONE:**

The caller wants to know what the date is today.

## **SITUATION TWO:**

The caller is grieving and wants to talk. She tells you it's the one year anniversary of her grandson's death. She also tells you so she takes medication for depression.

## **SITUATION THREE:**

A male caller is very upset and crying because nothing is going right in his life. He can't seem to get along with the people he works with and his girlfriend is always mad at him. He sounds like he's been drinking.

## **SITUATION FOUR:**

The caller is 16, on his high school football team and has a girlfriend. He and his girlfriend have been dating for six months and he says he isn't physically attracted to her. His best friend is a teammate and today after practice while in the showers he got turned on by the sight of his teammates naked. (His friend didn't notice.) What do you say to the caller?

**SITUATION FIVE:**

The caller has a friend that is in a domestic violence situation and she doesn't know how to help her or what information to give her. What would you tell her and how can you also help the caller?

**SITUATION SIX:**

"Talk me out of it." Caller is calling from a payphone near the freeway. His name is Jack and he tells you he wants to jump in front of a semi or car. Jack has numerous suicide attempts; the latest was last week in Sacramento, where he had his stomach pumped. Jack has kids, but is not allowed to see them. He was staying with friends until they kicked him out today.

**SITUATION SEVEN:**

Caller is the aunt of three children; Angel is seven, Maggie is five, and John is nine months. She says her sister doesn't allow her to visit because of past parenting arguments so she waits until her sister leaves without the kids and then she goes over and checks on them. Her sister goes out nightly and leaves her kids home alone while she drinks and gambles until the early morning hours. There's hardly any food in the house and the baby's milk was curdled.

**SITUATION EIGHT:**

An elderly female caller with severe anxiety disorder calls the crisis lines multiple times every day (known frequent caller). Imagine that on this day you've already spoken with her four times and each time her anxiety is escalating. This time she is frantic, crying, saying she misses her daughter and she is afraid she "isn't going to make it". How do you think you might handle