
We understand that everyone has issues of sensitivity and want to be able to offer you the proper support during training. Please select any and all issues that may be sensitive.

- Suicide Abortion Child Abuse Domestic Violence Mental Illness
 Depression Sexuality Sexual Assault Substance Abuse

Other: _____

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

Name: _____	Phone: _____
Relationship: _____	Best time to contact: {select}
Name: _____	Phone: _____
Relationship: _____	Best time to contact: {select}
Name: _____	Phone: _____
Relationship: _____	Best time to contact: {select}

Do you have access to a licensed, insured vehicle? {select}

Driver's License #: _____ State: _____

Describe briefly how you would determine that a situation is a crisis:

Briefly describe why you are interested in volunteering at the Center, your expectations, and what you hope to gain from your experience:

After completing your training, you are expected to commit to one year of volunteering: four 4-hour shifts per month for the Crisis Lines or three 12 hour on-call shifts per month for the SASS program.

Will this be a problem for you? {select} If yes, please clarify below

Please list any specific questions that you may have about volunteering at Crisis Call Center.

What Would You Do?

On the following pages are nine (9) situations that you may encounter as a crisis lines volunteer or as a SASS advocate. Consider the situations carefully and use your “gut instincts” and/or any knowledge that you may have to describe how you would handle the situation. What kinds of questions would you ask the person in crisis? What suggestions would you have for them? How would you build rapport and demonstrate empathy?

Please describe how you would handle the situation in the space provided below and keep answers below the word limit. Your responses are confidential and are used strictly for the purposes of personalizing your training.

Remember: This is NOT A TEST.

SITUATION ONE: The person in crisis wants to know what the date is today.

SITUATION TWO: The person in crisis 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 person in crisis 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 person in crisis 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 person in crisis?

SITUATION FIVE: The person in crisis 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 with regard to helping her friend? How would you help the caller?

SITUATION SIX: "Talk me out of it." The person in crisis 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 young kids at home alone.

SITUATION SEVEN: The person in crisis 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 person in crisis 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 this situation?

SITUATION NINE: A 17 year old female says that she went to a local dance club last night with some friends and woke up the next morning unsure of what happened the night before. The previous night was a blur; she was drinking and smoking marijuana. She states that her vaginal area hurts. She doesn't want to report to law enforcement because she was drinking underage and using drugs.

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 ability to perform my duties as a volunteer. By signing this application, I agree to allow State, Federal and Child Protective Services background checks to be conducted. Volunteer service is contingent upon the outcome of background checks, which will be reviewed on a case-by-case basis. I understand the results of any of these background checks may disqualify me from volunteer service with Crisis Call Center.

I understand this application, interview and training process is a screening process. The criteria used in the selection of volunteers are 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.

I understand that I am entering into this volunteer relationship with Crisis Call Center willingly and without contemplation of pay.

APPLICANT'S SIGNATURE

DATE