

## Vision

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

## Mission

To provide compassionate assistance to people in crisis through the use of modern technology and advanced communication, and to help them make healthy life choices.

## About Crisis Call Center

Crisis Call Center was established in 1966 in response to the high rate of suicide in Nevada. Working 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. The Center is a Standard of Excellence Partner of the United Way of Northern Nevada and the Sierra.



United Way of Northern Nevada and the Sierra



## Upcoming Training Sessions

### Crisis Lines

#### Fall 2018 Training Dates

Oct 3:	6-9 PM	Oct 31:	No Class
Oct 6:	8 AM-5 PM	Nov 7:	6-9 PM
Oct 7:	8 AM-5 PM	Nov 14:	6-9 PM
Oct 10:	6-9 PM	Nov 21:	No Class
Oct 17:	6-9 PM	Nov 28:	6-9 PM
Oct 20:	8 AM-5 PM	Dec 5:	6-9 PM
Oct 21:	8 AM-5 PM	Dec 12:	6-9 PM
Oct 24:	6-9 PM		

### Sexual Assault Support Services (SASS)

#### Fall 2018 Training Dates

Oct 3:	6-9 PM	Oct 23:	6-9 PM
Oct 6:	8 AM-5 PM	Oct 25:	6-9 PM
Oct 7:	8 AM-5 PM	Oct 30:	6-9 PM
Oct 9:	6-9 PM	Nov 1:	6-9 PM
Oct 11:	6-9 PM	Nov 6:	6-9 PM
Oct 16:	6-9 PM	Nov 8:	6-9 PM
Oct 20:	8 AM-5 PM		
Oct 21:	8 AM-5 PM		



Are you an empathetic listener?

Do you enjoy helping others?

Are you reliable?

**Volunteer with  
Crisis Call Center**



## Crisis Lines

While most well known for its ongoing suicide prevention efforts, Crisis Call Center's local and statewide multilingual hotline is available 24/7/365 to anyone in any type of crisis. Crisis Call Center's Crisis Lines offer free, confidential and non-judgmental support, crisis intervention and information & referral services to help individuals maintain self sufficiency. In addition to crisis support, the hotline is responsible for after-hours calls regarding child abuse, elder abuse, sexual assault, domestic violence and senior services.

## Crisis Texting

Our Crisis Texting service offers the same positive support, crisis intervention and information & referral services as the crisis hotline on a national level. Texting is very popular with teens and young adults in crisis, and it is also convenient for the Hard of Hearing community and those who prefer texting to talking. Like the crisis lines, the texting hotline is free, confidential and available 24 hours a day, every day.

## Sexual Assault Support Services (SASS)

Sexual Assault Support Services 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, support in interviews with law enforcement and assistance throughout the legal process. SASS also offers support groups and access to 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 be over age 18 and have a valid driver's license and reliable vehicle.

## Requirements

Trainings are held three or four times a year 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 volunteer service to the program for which they are trained.

## What We Look For

- ▶ Strong compassion and a desire to connect with and 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 all 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.

## Want to Become a Volunteer?

Volunteer with us! Call 775-784-8085 or fill out an application online at <http://crisiscallcenter.org>

You can also reach out to us by email at [volunteer@crisiscallcenter.org](mailto:volunteer@crisiscallcenter.org)

*We look forward to hearing from you!*

Make a Difference. Change a life.  
**Volunteer Today**  
**775-784-8085**