

Why Volunteer?

Our volunteers come to the crisis line for many reasons. Volunteering at the crisis center is a rewarding experience where we have a profound and personal impact on the lives of others in the community. There are few other places where we can be as certain that we made a real and positive life sustaining impact in the lives of another person as on the lines. It's truly a gift and privilege to be able to listen to and help our callers. In addition to the altruistic benefits, volunteers gain...

Training—Participation in a 60-hour interactive, multi-multimedia training class and ASIST (Applied Suicide Intervention Skills Training) Certification.

Understanding—Empathic responses using evidence based and best practices to provide emotional support and assistance to those experiencing intense emotional pain.

Career Development—Develop skills and acquire a resume enhancing experience.

Our Volunteers Say It Best

"The Suicide Prevention Crisis Line staff have created an environment where all come together for a common goal. It's the greatest feeling when you know that on top of helping out your community, you yourself are being taken care of unconditionally by the program's manager, staff, and trainers. It's so rewarding to be part of this small community of the crisis line members."

"This experience has helped me personally and professionally. I've realized that by helping others who are in crisis, I can achieve a kind of satisfaction in life that I otherwise wouldn't experience. I'm also a Psychology major student and being able to play an important role in someone's life and providing prevention, intervention and postvention is enhancing my skills and knowledge within my field of interest."

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Volunteer

at

Suicide Prevention & Crisis Services

a program of



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Hope starts here...

Information About Suicide Prevention & Crisis Services



WellSpace Health operates the region's Suicide Prevention Crisis Line. Nationally accredited, and a vital member of the National Suicide Prevention Lifeline network, WellSpace Health serves Sacramento County as well as over 30 counties in Northern and Central California.

We answer calls 24 hours a day, 365 days a year from those living within the 916, 209, 530, and 707 area codes. The Suicide

Prevention Crisis Line receives calls from people of all ages who are experiencing depression, hopelessness, aloneness, desperation, and are sometimes considering suicide as a solution to end their pain.

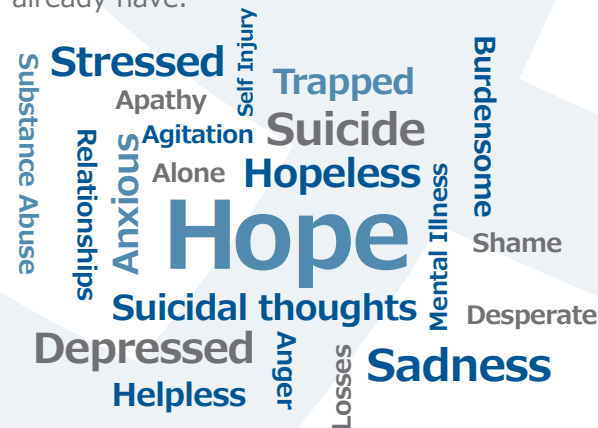
We also receive calls that involve emergency rescue, such as a suicide in progress, or someone on the Foresthill Bridge.

Who Calls Suicide Prevention And Who Answers?

A wide variety of people in crisis call the hotlines for support and assistance. A person doesn't have to be suicidal to talk with one of our counselors. Many of our callers are third parties who are concerned about a friend or loved one who is suicidal. All of our callers are in need of someone to listen to them with dignity, compassion and respect. We're here to listen and understand, and to offer information and resources as needed. The Crisis Lines are staffed by extensively trained, carefully selected volunteers who not only understand how a suicidal person reaches such despair, but also help the individual ultimately to find understanding and hope and to **choose life**.

Helping A Person In Crisis

Most of our callers are in need of someone to talk to for a short period of time. They are trying to make sense of the confusion they may be feeling and relieve some of the intense emotional pain they may be experiencing. Learning to be a Crisis Line Counselor means expanding the natural listening and communication skills you may already have.



Volunteer Commitments

- 200 hours of crisis line duty, normally served by volunteering 4 hours a week, for 1 year minimum.
- A desire to learn, willingness to utilize feedback, and a commitment to attend all training sessions.
- Attendance of in-service trainings, approximately 1 per quarter.

Quotes From Our Volunteers

"I've found that I've gained a greater awareness of mental health issues and insight into what it's like for many of our callers who live with a mental illness. I've become more empathetic and compassionate toward others, and I've also developed active listening skills that have improved communication in my relationships."

"I love how support is always available 24/7, and all staff are happy to go out of their way to help you. WellSpace Health's extensive training made me feel prepared to answer calls and provide effective help to people in crisis."

"It's so gratifying to know that we're the first resource our callers turn to when they're in crisis. It's a privilege to be there for someone in the midst of a crisis because we can help them realize that they are not alone, and... *that there is always hope.*"