Help Save a Life – Become a Crisis Phone Responder

The Benefits …
- Gaining valuable experience
- Strengthen communities
- Improve lives
- Connect to others/meet new people
- Transform your own life
- Improve resume and gain work experience
- Learn, develop and practice “soft” skills of active, empathetic listening and communication
- Lower mortality rate, lower rates of depression
- Attendance at social events is not required but is strongly encouraged!

The ideal volunteer is…
- a good listener
- accepting
- non-judgmental
- empathetic
- respectful
- understanding
- from all walks of life and educational backgrounds.
- able to take directions

What you can expect…

ISP H relies on the use of active listening skills, a philosophy of empowerment, and LivingWorks’ Applied Suicide Intervention Skills Training model to support and help callers. Our approach has shown to be an effective way to work with people in crisis.

We provide you with constructive feedback about your progress throughout training. As much as possible, listen non-defensively to the feedback and ask for clarification as needed. Our goal is to help you improve your skills, not to judge you as a person.

We help you develop a set of basic skills that will facilitate supportive listening for our callers is our training goal. Phone room supervisors guide phone responders through difficult and acute calls.

Our phone room supervisors provide guidance to phone responders and clinical oversight for all services provided by the hotline.

Please visit our website to complete your online application today! www.idahosuicideprevention.org

Requirements…
- At least 18 years of age
- Orientation and Screening Process – Not everyone who applies will be accepted.
- Application
- Interview
- Criminal background check
- Experience, motivation, reliability, emotional maturity and ability to take direction are taken into account.

Commitment…
- We offer a variety of shift options–including evenings and weekends.
- Our training program consists of 53 hours.
- Crisis Line Phone Responder position requires a minimum 12-month commitment, which is one 4½-hour shift per week, one substitution shift per month, and one holiday shift per calendar year.
- Participate in four continuing education activities per year. Ie Potluck evening with guest speaker; online article reading and quiz.
FALL 2017

Attendance is required to all training days.

<table>
<thead>
<tr>
<th>DATE</th>
<th>DAY</th>
<th>TIME</th>
<th>TOPIC</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/3/2017</td>
<td>Tuesday</td>
<td>6pm-9pm</td>
<td>Training Overview / Communication Skills</td>
</tr>
<tr>
<td>October 5</td>
<td>Thursday</td>
<td>6pm-9pm</td>
<td>Crisis Intervention</td>
</tr>
<tr>
<td>October 7</td>
<td>Saturday</td>
<td>8:30am-4:30pm</td>
<td>Day 1 ASIST (Applied Suicide Intervention Skills Training)</td>
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<tr>
<td>October 8</td>
<td>Sunday</td>
<td>8:30am-4:30pm</td>
<td>Day 2 ASIST (Applied Suicide Intervention Skills Training)</td>
</tr>
<tr>
<td>October 10</td>
<td>Tuesday</td>
<td>6pm-9pm</td>
<td>Diversity / Veterans / Military</td>
</tr>
<tr>
<td>October 12</td>
<td>Thursday</td>
<td>6pm-9pm</td>
<td>Mental Health</td>
</tr>
<tr>
<td>October 17</td>
<td>Tuesday</td>
<td>6pm-9pm</td>
<td>Intimate Partner Violence / Victim Concerns / Grief and Loss</td>
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<tr>
<td>October 19</td>
<td>Thursday</td>
<td>6pm-9pm</td>
<td>Group Practice</td>
</tr>
<tr>
<td>October 24</td>
<td>Tuesday</td>
<td>6pm-9pm</td>
<td>Substance Abuse / Addictive Behavior</td>
</tr>
<tr>
<td>October 26</td>
<td>Thursday</td>
<td>6pm-9pm</td>
<td>Your Role/iCarol software/Online Emotional Support / Self-Care</td>
</tr>
<tr>
<td>October 28</td>
<td>Saturday</td>
<td>TBD (2 hrs)</td>
<td>Simulated Phone Room and Text Response Training</td>
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Our multi-stage application process consisting of submitting your application with a background check; orientation and screening session; and attending a 2-hour listening shift in our phone room.

You can expect to receive professional training and caring support and supervision from our outstanding team. Our goal is to assure you have the knowledge and skills to make a difference in the lives of our callers. Crisis Phone Responders are a necessary and critical resource to the work of the ISPH. We could not provide our services without the generous commitment of so many in our community.

As an opportunity to turn your positive energy into meaningful action, you hope will find working at the Hotline to be both challenging and rewarding. Thank you again for considering a volunteer commitment with ISPH.

Recent reflections from our Crisis Phone Responders…

“... it is a great feeling to have helped someone you don’t know...and that we’re here for them.”

“This is one of the best, recent, experiences I’ve had!”

“I can’t tell you how good it feels to know I might have had a hand in saving someone’s life.”

“I feel as though I’m helping.”

“...I feel that I really made a difference and helped someone with the issues they are having.”

“I love helping others. Be here for them, not you!”

Nina Leary, Volunteer Coordinator
Idaho Suicide Prevention Hotline A Program of JANNUS 1607 W. Jefferson St. Boise ID 83702
208-258-6992 nleary@jannus.org idahosuicideprevention.org
ISPH Mission

The Idaho Suicide Prevention Hotline is committed to the prevention of suicide in Idaho. The hotline provides crisis intervention, emotional support, resource referrals and linkages to local services, and follow-up for persons with potential suicide risk factors, empowering callers to look at options and make their own decisions.

Preventing Suicide in Idaho

In 2014, there were 42,773 deaths by suicide in the United States, an average of 1 person every 12.3 minutes, and is the 11th leading cause of death for all ages. It is the 7th leading cause of death for men and 15th for women. Men complete suicide at 4 times the rate as women, and represent 78% of all suicides, women attempt suicide 2-3 times as often as men. In 2011, 15.4% of traditional high school students reported seriously considering suicide; 6.3% made at least 1 attempt.

- Suicide is the 2nd leading cause of death for Idahoans age 15-34 and for males age 10-14.
  (The leading cause of death is accidents.)
- Idaho is consistently among the states with the highest suicide rates. In 2014 Idaho had the 9th highest suicide rate, 46% higher than the national average.
- In 2015, 362 people completed suicide in Idaho; one suicide death every day.

History of the Hotline

Idaho was the only state without a nationally certified suicide prevention hotline from 2006 until our launch in 2012. Now in our 5th year of service, we’ve grown from operating 4 days/week, 8 hours per day with 18 volunteers and 2 staff, to 24/7 operations, 70 volunteers and 14 staff. Call volume has grown from 999 calls in our first year to 6,000 in 2016.

ISPH Planners and Contributors

Many organizations and individuals have contributed funding to the Hotline's start-up. Significant funders & contributors include:

Idaho Council on Suicide Prevention
Suicide Prevention Action Network of Idaho
Idaho State University Institute of Rural Health
Department of Veterans Affairs-Boise
Idaho National Guard
Idaho Department of Health and Welfare
J.A. & Kathryn Albertson Foundation
American Foundation for Suicide Prevention
Idaho Division of Veteran’s Services
Idaho Public Utilities Commission

United Way (Kootenai County, Southeast Idaho, and Treasure Valley)
Idaho Legislature
Wells Fargo
Saint Alphonsus Health System
Jeret 'Speedy' Peterson Foundation
St. Luke’s Health System
Idaho Suicide Prevention Coalition
Ada County Paramedics Association