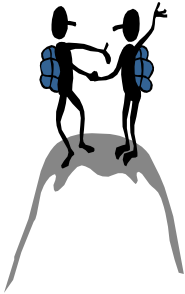

Make a difference, Volunteer at 2-1-1 Hotline.



Life can be challenging, even difficult at times. Relationship problems, financial worries, depression, loss, job stress and other problems can be overwhelming if someone doesn't know where to turn or is embarrassed to ask for help. 2-1-1 Hotline makes help accessible, safe and available whenever someone needs it. Our aim is for happier, healthier lives, to decrease the incidence of suicide, drug and alcohol abuse and family and community violence. We believe it helps to talk things out, it helps people to know they are not alone and it helps to know what resources are out there. You can make a difference in people's lives by offering a listening ear and providing information as a 2-1-1 Hotline Volunteer. Plus, you'll become part of a caring, resourceful team and have the chance to learn a lot about yourself and our community. It takes interest, an open mind and commitment. The experience can be helpful in all areas of your life and can be a valuable part of your resume. You'll meet a new group of friends and you can feel good about how you are spending your time.

HELPING PEOPLE HELP THEMSELVES!

Training, not just for 2-1-1 Hotline, but for Life.



A comprehensive 35 hour training is provided to all volunteers. Everyone is required to attend all training sessions. Conducted by qualified staff and experienced volunteers, the sessions include both teaching and role plays. Participants explore the caring characteristics necessary to be a 2-1-1 Hotline volunteer, discovering the ones they already possess and the ones they need to develop. Other components of training are:

- *Active Listening Techniques* - a non-judgmental, non-directive style of listening
- *Crisis Intervention* - life-saving assistance in suicide/emergency situations
- *Issue Education* - open discussions on domestic violence, child abuse, addictions, mental illness, pregnancy, sexual assault, grief and loss, AIDS, co-dependency and many more
- *Resource Information* - referrals to help people deal with issues in their lives
- *Self-Awareness* - activities to clarify feelings and values

GAIN SKILLS FOR A LIFETIME!

What Does It Take?

It takes interest, an open mind and commitment. We look for people who are:

- open and accepting of views and choices different from their own (non-judgmental)
- respectful of people's right and responsibility to make their own choices (non-directive)
- able to remain calm and effective during times of crisis
- sensitive to and aware of feelings, in themselves and others
- able and willing to respect confidentiality
- able to work about 15-20 hours a month for 9 months

CALL 747-3007

Or

E-mail 211@tuw.org

**Our Next Training Starts
June 2008**

“What it’s like to volunteer at 2-1-1 Hotline”

When I first considered becoming a 2-1-1 Hotline Volunteer, I was excited, but a little unsure that I would be able to handle the job. I knew I was a pretty good listener because my friends were always telling me their problems, but the thought of talking to a suicidal stranger was intimidating!

The people I met during my interview put me right at ease. They assured me that my fears were normal and that training would prepare me for the things I didn’t know how to handle. The training was wonderful; jam-packed with ideas and information and a lot of fun. I learned how to handle the phones, and gained valuable insight into how to improve my own relationships.

Since I’ve been on the phones, I’ve come to appreciate the training, and the philosophy behind it, even more. Lots of people call us because they’re confused and looking for answers. I’ve learned how wonderfully people can solve their own problems if they’re just given a sounding board and some room! Sometimes there are no answers at all, but just being there and listening seems to help.

If there is a crisis situation, the 2-1-1 Hotline training and professional backup make a dangerous situation much less scary. Even though I’m the one with the phone in my hand, I never feel alone.

2-1-1 Hotline is a wonderful service because its volunteers all seem to care so much. Although I’m there for the caller, I’m doing something important for both of us. I would recommend 2-1-1 Hotline to anyone who wants to make a difference.

-Anonymous Volunteer

GET INVOLVED!

As well as covering the 24-hour hotline, there are many other aspects of our service that you can help with:

TeenLine Adult Supervisor

TeenLine is staffed by volunteer high school students under close supervision. From 4pm-8pm, teens have a place to call to talk to one of their peers. As an adult supervisor, you would be helping the TeenLine counselors process calls, help them with their skills, and be responsible for supervising them in the TeenLine room.

Community Education and Outreach

Spread the word about our services by helping us at volunteer fairs, health fairs and other community outreach events. Have a group that you’d like us to present to? We can do that! Join our speakers bureau, and you could present to the public too. We also have trainings available in a variety of topics including effective communication skills, stress management, suicide prevention and self esteem.

Disaster Response

2-1-1 Hotline is known as the place to call before, during and after a disaster. Help us update and maintain our Emergency Operations Plan and emergency contact information. Attend annual disaster drills and learn more about how to respond in times of disaster. Answer calls at the Emergency Operations Center and help 2-1-1 Hotline manage spontaneous volunteers during recovery after a disaster.

Survivors Of Suicide Support Group

The SOS Support group is a place where people who have lost someone to suicide can come to help each other through the confusing, painful grief associated with a suicidal death. The group is free, open to anyone and meets on the first and third Wednesdays of every month. Help us organize and promote suicide prevention events throughout the year.

2-1-1 Hotline

PO Box 63305
N. Charleston, SC 29419
www.tuw.org



*Make a
Difference
One
Phone Call
at a Time!*

**Volunteer at
2-1-1 Hotline!**

Call 747-3007
For more information
