



Hotline Instructions & Contacts:

Here is the link to the online brief contact form:

<https://forms.wix.com/75a93ccb-f1a3-4d14-b4dd-69484108a611:15fdc767-721d-44d0-bc29-4fa3531763a0>

Below you will find a script to use for your voicemail while you are on-call. If for some reason you should miss a call, the voicemail needs to address a potential victim or someone calling for you personally. Remember, whenever you call someone back ALWAYS *67 first so that it blocks your number. They do not need to know your personal cell phone number!

"You have reached The Center's crisis-line as well as my personal cell phone. If this is an emergency, please hang up and dial 9-1-1.

We reserve the right to not answer calls or messages from blocked or private numbers. We reserve the right to end calls with callers who are being inappropriate or abusive.

I am currently on the other line assisting someone. If you would like and it is safe to do so, you can leave your name and number and an advocate will call you back in a few minutes. Otherwise, please wait a moment and try again. Thank you."

Before a volunteer's shift begins, the staff back-up will contact the volunteer by phone or text message 10 minutes prior to ensure that the volunteer is prepared to answer crisis calls. You will then receive a phone call from the staff member who is transferring the phone to you at the start time of your shift to test it and make sure that you answer. You will have their contact number from that call. Our staff members who may call you are:

- **Xiomara Harris(Executive Director)**
757-775-7520 | xharris@VisitTheCenter.org
- **Jessi Brown(Victim Services Program Manager)**
231-429-4711 | jbrown@VisitTheCenter.org
- **Crystal Frazer (Crisis Specialist & Community Educator)**
303-709-6985 | cfrazer@VisitTheCenter.org
- **Shanbria Bryant (Volunteer Program & Communication Coordinator)**
757-602-2182 | sbryant@VisitTheCenter.org
- **Arlene Miller (Advocacy & Community Outreach Coordinator)**
757-969-3329 | amiller@VisitTheCenter.org

Remember that you can call at any time if you have a question or concern. **Our phone numbers are NOT TO BE GIVEN OUT TO ANYONE. These are for your eyes only!!!**

When your shift is over, you should receive a call/text from that staff member letting you know that the phone is no longer forwarded to your phone. They will check to see if you received any calls for your

shift. If so, they will call you to discuss the call(s) and to gather any information we need. If you have any questions or if there is anything that you need to convey, please feel free to text back or call. All *Hotline Forms, Advocacy Forms, & Follow-up Forms* need to be turned in within **24 hours** or the next business day. Thank you!

Rev 05/2020