

HOTLINE CALLS – AVAILABLE VIA GOOGLE SITE UNDER “HOTLINE CALLS”

**HOTLINE PROTOCOL:**

BLOCK YOUR PHONE NUMBER USING \*67

Example: \*67-123-456-7890

**COOK COUNTY HOTLINE:**

888-802-8890

Hotline typically calls volunteers & staff from a 217 area code.

**MCHENRY COUNTY CRISIS LINE:**

800-892-8900

Hotline typically calls volunteers & staff from a 815 area code.

**HOTLINE CALL PROTOCOL:**

1. Call within 5 minutes of receiving the call.
2. If they do not initially answer, wait 5 minutes and then call again.
3. **DO NOT LEAVE A MESSAGE!**
4. If the caller does not respond after the 2nd call, please wait for them to call the hotline back again.

**BEGINNING A CALL:**

1. Confirm caller's identity"
  - "Hi is this \_\_\_\_\_?"
2. Introduce yourself once identity is confirmed:
  - "Hi \_\_\_\_\_, my name is Allyson. I'm calling from Northwest CASA."
3. Confirm caller's safety:
  - "Is now a good time to talk?"
  - "Is now still a safe time to talk?"
4. Address confidentiality:
  - "Thank you for letting me know that now is a good time to talk. I want to let you know that everything we talk about today will be confidential."
    - "I'm here to listen when you are ready to talk."
    - "Do you want to tell me why you called today?"
    - "The hotline said you were feeling \_\_\_\_\_. Do you want to talk about why you are feeling this way?"
    - "How can I help you today?"

**ENDING A CALL EXAMPLES:**

- "I know I've given you some information and resources today. Is there anything else I can provide you before we get off the phone?"
- "It sounds like you are starting to feel better. "I want you to know that you can always call the hotline back if you need anything else. Is there anything else you need before we get off the phone?"

**SAFETY PLANNING:**

- If a survivor feels unsafe, talk about options!
- Do they feel safe in their home?
  - Is there somewhere else they can stay?
  - Will checking doors & windows be helpful?
  - Offer calling 911 as an option.
- Do they need shelter options?
  - [Homelessness](#)
  - [Domestic Violence](#)
  - [Teen Shelter Options](#)
- Do they feel comfortable calling 911? Who else can they call to feel safe?
  - Do they have a friend or family member they can call?
- Are they suicidal?
  - Do they have a plan that is realistic?
  - Are they willing to call 911 or go to the hospital?
  - Check out [Suicide Resources](#) under Community Resources & Training Tab