

***“When you’re in
need, we’re only
a moment away”***



CRISIS CENTER

**218 S.E. 24th Street
Gainesville, Florida 32641**

Crisis Line.....264-6789

Business Line264-6785

Rumor Control.....264-6557

• 24 Hours A Day •

(A certified Center of the American Association of Suicidology)

THE CRISIS CENTER

PHILOSOPHY

Personal crises are part of living. Each person experiences important crises during his/her life and, in general, deals effectively with them. There are times, however, when a crisis seems so intense and overwhelming that normal efforts to deal with it do not work. The Crisis Center is available to help in such situations.

The policy of the Crisis Center is simple: to respond to every request to participate in the solution of any human problem whenever and wherever it occurs.

Sometimes that help may mean the difference between living and dying; more often it means listening to someone's problems and participating in their solution. The Crisis Center mobilizes other community resources when this is appropriate to the helping process.

All services provided by the Crisis Center are offered without charge to those who use them. However, contributions or donations to assist our volunteers are gladly accepted. For more information, please contact the Crisis Center.



HISTORY

The Suicide and Crisis Intervention Service was opened in 1969. The Information & Referral Service (I&R) was founded in 1972. These services merged in 1975 to form the Alachua County Crisis Center. In 1983, I&R became a separate program under United Way. The Rape and Crime Victim Advocate Programs were added to the Center in 1979 and 1981 respectively. In 1984, the Rape/Crime Victim Advocate Program became a separate program under the Department of Volunteer Services. In October 1982, the Retired & Senior Volunteer Program (RSVP) became conjoined with the Center to form the Department of Volunteer Services.

Since 1991, the Crisis Center has functioned as an office of the Department of Community Support Services, which is administered by the Alachua County Board of County Commissioners.

VOLUNTEERS

The Crisis Center utilizes trained volunteers and graduate counseling students to provide most of its services to the community. Volunteers at the Crisis Center come from all sectors of the Alachua County population. They have in common a genuine concern for persons in distress.

All volunteers must complete a comprehensive training program before serving on the Crisis Line. The training program teaches the philosophy, theory, and practice of suicide and crisis intervention. Emphasis is placed on the practical aspects of listening and responding as well as the process of engaging in helping relationships.

SERVICES

CRISIS LINE

The Crisis Line is a 24-hour telephone crisis intervention and counseling service offered by trained volunteers under the supervision of the Crisis Center Staff. Phone counselors are always available to listen to your problems and participate in their solution.

CARE TEAM

The CARE Team is an emergency mobile outreach team composed of experienced, carefully selected volunteers who respond to people in crisis whenever face-to-face contact is essential. The CARE Team also supports the phone counselors during emergency situations. The role of the CARE Team is especially critical when suicide and life-threatening situations occur.

CRISIS COUNSELING

During regular business hours (8:30 a.m. - 5 p.m., Monday - Friday), the Center offers short-term crisis counseling by appointment or on an emergency walk-in basis.

COMMUNITY TRAUMA RESPONSE

In recent years, our community has experienced numerous traumatic events (multiple homicides, industrial accidents, vehicular tragedies, etc.) that have impacted entire segments of our population. In response, the Alachua County Crisis Center has coordinated and/or participated in community wide interventions including CARE Teams, debriefings, group crisis counseling sessions, rumor control hotlines, and education programs.

RUMOR CONTROL

The Center's Rumor Control has now become an established, highly publicized number (264-6557), available 24 hrs/day to respond to concerns arising from any type of actual or potential tragedy or disaster that might impact our community. Working with other local organizations and agencies (law enforcement, Emergency Management, the Alachua County School Board, the University of Florida, etc) the Center's Rumor Control is able to convey up-to-date information and resources pertinent to citizens impacted by community traumas as well as immediate crisis intervention services.

AFTER-HOURS INFORMATION & REFERRAL

After business hours, and during weekends and holidays, the Crisis Center answers calls for United Way Information & Referral. In exchange, United Way Information & Referral provides the Crisis Center with up-to-date community resource directories. This service links people with the community resources available to help solve their problems or answer questions.

AFTER-HOURS VICTIM ADVOCACY

After business hours, and during weekends and holidays, the Office of Victim Services calls are answered by the Crisis Center. In addition to offering phone counseling, the volunteer has contact with an Advocate-On-Call. Advocates may provide immediate response to victims as well as offer support and assistance in the hospital, during law enforcement interviews and during any legal proceedings. The Office of Victim Services is a program within the Department of Community Support Services.

