



## FREQUENTLY ASKED QUESTIONS

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- **What happens when I call Safe Call Now? Will I get a “live” person?**
  - Yes, you will get a “live” person on the other end of the phone. The call-taker is a public safety employee who has gone through the same struggles as you and understands the demands of a public safety career. Once the call taker has an opportunity to access the situation, they will decide what is the best method of assistance.
- **Will I be reported to my department?**
  - Unless the call involves injury to self or others, there is no mandatory reporting. Safe Call Now does not keep records on file.
- **Am I still protected by law if I call in outside of Washington State?**
  - Yes. You are still protected under RCW 43.101.425 which entitles the caller to privileged communication. Because the crisis line number (206) 459-3020 sits in Washington State, all calls are confidential and privileged communication.
- **Can my records be subpoenaed?**
  - Safe Call Now does not keep records, so there are no records to subpoena.
- **Can my family members utilize this service?**
  - Yes. If you are a direct relation to the public safety employee such as, but not limited to: spouse, sibling, son or daughter, then you are authorized to use Safe Call Now’s referral services. Should you have further questions, please call: 206-459-3020
- **Does Safe Call Now get paid for referrals?**
  - No. Safe Call Now does not get paid for each referral they make. Nor is Safe Call Now funded at the state or federal level; rather, sustainability of the organization is maintained through donations and grants.
- **Who pays for services rendered once appropriate service is established?**
  - Services are paid through employee’s service provider once appropriate care is determined.
- **Would I be a good candidate to volunteer for Safe Call Now?**
  - Whether an active or inactive member of the public safety sector, you would qualify to interview with the Training Coordinator. If individual is in recovery, one year of sobriety is recommended and subject to interview and evaluation. Interested candidates would also be required to attend an 8-hour training course provided by Safe Call Now.
- **Do the volunteers get paid?**
  - Not monetarily. Volunteering pays in other ways, as the experience and training is invaluable when saving lives and putting families back together.

**206-459-3020**

**[www.safecallnow.org](http://www.safecallnow.org)**