Best Practices Documents—Crisis Intervention Hotlines and Drug Helplines

1. American Association of Suicidology (Accreditation Standards Manual). Standards cover the following areas:
   - Administration and organizational structure;
   - Screening, training and monitoring crisis workers;
   - General service delivery;
   - Services in life-threatening crises;
   - Ethical standards and practice;
   - Community integration;
   - Program evaluation

2. Contact USA. (Accreditation Standards Manual). Standards cover the following areas:
   - Governance;
   - Fiscal and business;
   - Training;
   - Supervision and evaluation of crisis line specialists;
   - Service;
   - Community integration;
   - Facilities and equipment;
   - Standards for Contact USA membership

3. from Best Practice Guidelines for Drug Helplines
   FESAT Best Practice Exchange Partnership

4. from Crisis Now: Transforming Services is Within our Reach
   Action Alliance for Suicide Prevention

5. National Suicide Prevention Lifeline Standards
   - Suicide Risk Assessment
   - Imminent Risk of Suicide
   - Follow-Up