

## **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