



NEVER SOLO

CLIMBING GYM TOOLKIT

Printable tools to help climbing gyms believe survivors, prevent harm, and connect members to support.

ELEVATING SURVIVORS. CONFRONTING THE SILENCE.

01 · OVERVIEW

ABOUT NEVER SOLO

Never Solo is a movement rooted in climbing and community. Our mission is to create a climbing community where every survivor is believed, supported, and empowered, and where prevention, education, and accountability are part of the culture of climbing.

WHY GYMS MATTER

Climbing is built on trust between belay partners, coaches, setters, and staff. Gyms are often the first place a climber turns for help. When your gym says out loud that harm is not tolerated and that support exists, you make it easier for someone to speak up.

THE SUPPORT HOTLINE

Free, confidential, 24/7 chat with trained crisis specialists for anyone in the climbing community affected by sexual abuse, assault, harassment, coercion, or boundary violations, plus friends, family, and witnesses. Recent or years ago.

WHAT'S INSIDE

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06 HOTLINE POSTER Post in restrooms, locker rooms, and at the front desk.

07 HOTLINE CARDS Keep at the front desk for anyone who needs one.

STAND BY SURVIVORS

Survivors are more likely to speak up when they can see that a space is safe. Show it clearly, and back it up with policies your whole team knows.

MAKE IT VISIBLE

- **Post the hotline** in restrooms, locker rooms, the front desk, and youth team areas.
- **Say it out loud** in your waiver, orientation, website, and member emails.
- **Keep hotline cards** at the front desk for anyone to take.

MAKE IT EASY TO SPEAK UP

- **Name a point person** climbers can approach, and make their name easy to find.
- **Offer more than one way to report:** in person, by email, and anonymously.
- **Set the tone.** Address inappropriate comments or unwanted touching, every time.

THREE THINGS EVERY GYM MUST HAVE

1

A CLEAR SEXUAL ABUSE & HARASSMENT POLICY

Defines prohibited conduct, including online and off-site conduct by staff and coaches. Sets expectations for one-on-one time with minors. Applies to staff, coaches, setters, contractors, and members, and is signed by every employee.

2

KNOWLEDGE OF MANDATORY REPORTING LAWS

Reporting duties vary by state. Know who on your team is a mandated reporter, what must be reported, to whom, and how quickly. Suspected abuse of a minor is reported to authorities, not investigated internally. Youth teams tied to a national governing body may also fall under U.S. Center for SafeSport rules.

3

A WRITTEN RESPONSE PROTOCOL

Step-by-step instructions for what happens after a disclosure or incident: immediate safety, who is notified, documentation, interim measures (such as suspending an accused staff member), confidentiality, and protection from retaliation.

Have policies reviewed by legal counsel familiar with your state's laws, and revisit them at least once a year.

BECOME A NEVER SOLO CERTIFIED GYM

Our certification trainings give your staff the skills to prevent harm, recognize warning signs, and respond to disclosures with confidence. Certified gyms receive policy templates and recognition as a safe space for survivors.

Reach out to Never Solo about our certification trainings: Info@NeverSolo.Net

WHEN A CLIENT TELLS YOU

Your first response matters. You do not need to be an expert. Your job is to listen, believe, and connect them to help. The person who tells you stays in control of what happens next.

1

ENSURE SAFETY

If anyone is in immediate danger, call 911. Get everyone safely off the wall, and move to a private, quiet space if the person wants to.

2

LISTEN AND BELIEVE

Stay calm. Let them share at their own pace. Do not interrogate, ask for details, or question what happened.

3

THANK THEM AND AFFIRM

Let them know it took courage to share and that it is not their fault.

4

BE HONEST ABOUT NEXT STEPS

Never promise total confidentiality. If you are a mandated reporter, or if a minor is involved, explain that you must share it with the people required to know.

5

CONNECT THEM TO SUPPORT

Offer the Never Solo hotline and a card. Then follow your gym's response protocol and write down what was shared, in their words.

"There's a free, confidential support line for the climbing community called Never Solo. You can chat with a trained crisis specialist any time, day or night, and you don't have to decide anything."

SAY

- "I believe you."
- "Thank you for telling me."
- "This is not your fault."
- "You are in control of what happens next."
- "There's a free, confidential hotline you can reach anytime."

AVOID

- "Are you sure that's what happened?"
- "Why didn't you say something sooner?"
- "What were you wearing / doing?"
- "You have to report this."
- "He's a great guy, I can't believe he'd do that."

You are not responsible for fixing it. Take care of yourself, too: staff can reach out to the hotline after supporting someone.

STAFF QUICK-RESPONSE

Use this page when you witness an incident, receive a disclosure, or have a concern about someone's behavior.

IF YOU SEE IT

STEP IN SAFELY

Interrupt the behavior or separate the people involved if you can do so safely.

GET HELP

Alert the manager on duty. Call 911 for any emergency.

CHECK IN

Privately ask the person affected if they are okay and what they need.

WRITE IT DOWN

Date, time, location, people involved, and what you saw and heard.

IF SOMEONE TELLS YOU

LISTEN

Believe them. Do not ask for details or investigate.

REASSURE

"Thank you for telling me. This is not your fault."

BE HONEST

Don't promise to keep it secret if you are required to report.

SHARE THE HOTLINE

Never Solo offers free, confidential 24/7 chat support.

IF A MINOR IS INVOLVED

Report suspected abuse of anyone under 18 to child protective services or law enforcement as your state requires, and notify your designated point person. Do not confront the accused person or contact the family before making the report.

KEY NUMBERS

Emergency: 911

Never Solo 24/7 chat:

NeverSolo.Net/Support-Hotline

National Sexual Assault Hotline (RAINN):

800-656-4673

FILL IN FOR YOUR GYM

DESIGNATED POINT PERSON

MANAGER ON DUTY LINE

LOCAL CHILD PROTECTIVE SERVICES

LOCAL POLICE (NON-EMERGENCY)

GYM READINESS CHECKLIST

Use this checklist to see where your gym stands today and what to prioritize next.

POLICIES

- ☐ We have a written sexual abuse and harassment policy covering staff, coaches, contractors, and members.
- ☐ Every staff member has read and signed the policy.
- ☐ We have a written response protocol for disclosures and incidents.
- ☐ We have a youth safety policy that limits one-on-one, unobserved time with minors.
- ☐ Legal counsel has reviewed our policies in the last 12 months.

REPORTING

- ☐ We know our state's mandatory reporting laws and who on staff is a mandated reporter.
- ☐ We know whether our youth programs fall under U.S. Center for SafeSport requirements.
- ☐ Members can report concerns in person, in writing, and anonymously.
- ☐ We have a documented process to prevent retaliation against anyone who reports.

PEOPLE & TRAINING

- ☐ Staff, coaches, and setters are background screened before working with minors.
- ☐ All staff are trained to respond to disclosures (Never Solo certification recommended).
- ☐ A designated, trained point person is on every shift.

VISIBILITY

- ☐ The hotline poster is up in restrooms, locker rooms, and at the front desk.
- ☐ Hotline cards are available at the front desk.
- ☐ Our website, waiver, and orientation include a clear safety statement.
- ☐ The Staff Quick-Response page is posted at the front desk and in the staff room.

MISSING A FEW BOXES?

Never Solo can help you close the gaps with certification trainings, policy templates, and staff resources.

Reach out to Never Solo about our certification trainings: Info@NeverSolo.Net



NEVER
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INFORMATION & SUPPORT **HOTLINE**

You should never have to face this alone. Free, confidential, 24/7 chat-based support for the climbing community.

● 24/7 AVAILABILITY

● FREE & CONFIDENTIAL

● TRAUMA-INFORMED

WHAT THIS IS

A compassionate, trauma-informed space where you can be heard without judgment — for sexual abuse, assault, harassment, coercion, or boundary violations anywhere in the climbing community: gyms, outdoor climbing, competitions, or guiding. Trained crisis specialists are available any time, day or night.

WHO IT'S FOR

- Survivors of sexual abuse, assault, or harassment
- Anyone harmed in a gym, on the rock, at a comp, or while guiding
- Friends, partners, and teammates supporting a survivor
- Anyone unsure where to turn who needs a safe place to start

WHAT TO EXPECT

- Available 24 hours a day, 7 days a week
- Free and completely confidential
- Trauma-informed support from trained crisis specialists
- Info on reporting options, safety planning, and local resources — if you choose
- No pressure, no judgment, no obligation to take any action

START THE CONVERSATION

**SCAN FOR A SECURE,
CONFIDENTIAL CHAT**

No pressure, no judgment, no obligation. You stay in control of the conversation and your next steps.



SCAN ME



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For survivors and those who support them.



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