



NEVER SOLO

GUIDE TOOLKIT

Printable tools to help climbing guides believe survivors, prevent harm, and connect clients 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 GUIDES MATTER

Guides set the tone for every trip. Clients trust you with their safety on the wall and off it. When you say out loud that harm is not tolerated and that support exists, you make it easier for someone to speak up — today, or years from now.

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

- 02 YOUR CLIENT BRIEFING** What to say at every trip briefing.
- 03 WHEN A CLIENT TELLS YOU** How to respond to a disclosure, step by step.
- 04 PREVENTION & GUIDE CARE** Everyday practices, warning signs, and support for you.
- 05 HOTLINE POSTER** Print and post at your shop, office, or vehicle.
- 06 HOTLINE CARDS** Cut out and hand to every client.

YOUR CLIENT BRIEFING

Add this to your safety talk at the start of every trip — after gear, before you head out. It takes about a minute. Use your own voice, but cover all four points.

SAY WHERE YOU STAND

Name your commitment clearly and calmly, to the whole group.

1

“Our team partners with Never Solo. We believe survivors, and we do not tolerate harassment, abuse, or any kind of harm on our trips — from guides, clients, or anyone else.”

EXPLAIN HOW YOU'LL HANDLE TOUCH

Climbing sometimes requires physical contact. Set expectations up front.

2

“I may need to check your harness or knot, or help with positioning. I’ll always tell you what I’m doing and ask first. You can say no, and we’ll find another way.”

INVITE THEM TO SPEAK UP

Make it clear that speaking up is welcome and safe.

3

“If anything on this trip makes you uncomfortable — something I do, another guide does, or anyone in the group does — please tell me or [lead guide / office contact]. You won’t be in trouble, and we will take it seriously.”

HAND OUT THE HOTLINE CARD

Give a Never Solo card to every client, then say:

4

“If you ever need to speak with a professional about anything that has happened on this trip or any other time in your life, Never Solo is here to support the climbing community. You do not need to be alone.”

DELIVERY TIPS

- Brief every group, every trip — so no one feels singled out.
- Keep the same matter-of-fact tone you use for a gear check.
- Give cards to everyone, not just people you think might need one.
- Keep extra cards in your pack and first-aid kit.

WHEN A CLIENT TELLS YOU

Your job is not to investigate or fix what happened. Your job is to listen, believe, and connect them to support. The person who tells you stays in control of what happens next.

1

MAKE IT SAFE

If anyone is in immediate danger, call 911. Get everyone safely on the ground before talking. Offer a private spot, and ask if they'd like someone else with them.

2

LISTEN AND BELIEVE

Give them your full attention. Let them share at their own pace. Don't ask for details or try to piece together what happened.

3

THANK THEM AND REASSURE

Telling someone takes courage. Let them know you believe them and that it is not their fault.

4

ASK WHAT THEY NEED

Let them choose: keep climbing, take a break, end the trip, call someone. Support their choice.

5

SHARE THE HOTLINE

Offer the Never Solo hotline and a card. Never pressure them to use it.

"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. Would you like me to help you pull it up?"

6

PROTECT THEIR PRIVACY

Share only what is needed, with only those who must know. Follow your company's reporting policy and any legal duty to report — especially if the person is under 18. Be honest if you can't keep something private.

SAY

- "Thank you for telling me."
- "I believe you."
- "This is not your fault."
- "You get to decide what happens next."
- "What would help right now?"

AVOID

- "Are you sure that's what happened?"
- "Why didn't you say something sooner?"
- "I'm sure they didn't mean it."
- Telling them they must report.
- Confronting the person who caused harm yourself.

PREVENTION & GUIDE CARE

Prevention happens in small, consistent choices on every trip. Here is what matters most.

ON EVERY TRIP

- Ask before any touch and explain why.
- Keep communication with clients professional — no romantic or sexual advances, comments about bodies, or late-night messages.
- Never pressure anyone to drink, share a tent, or split from the group.
- Hold other guides and clients to the same standard.

WARNING SIGNS

- Unnecessary or lingering touch during spotting, belay checks, or rescue practice.
- Repeated comments about someone's body or appearance.
- Someone being isolated from the group or pushed past their stated limits.
- A client who suddenly goes quiet, withdraws, or avoids someone.

IF YOU SEE SOMETHING

INTERRUPT

Step in safely: redirect, change the task, or call a break.

CHECK IN

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

REPORT

Tell your lead guide or company, following your policy.

SUPPORT

Offer a Never Solo card. Witnesses can use the hotline too.

BEFORE THE SEASON

- ☐ Know your company's reporting policy and who to call.
- ☐ Learn your local mandatory reporting rules, especially for minors.
- ☐ Know the nearest hospital and local sexual assault advocacy center.
- ☐ Print hotline cards and post the hotline poster.

TAKE CARE OF YOURSELF

Hearing a disclosure or witnessing harm is heavy. Debrief with a supervisor without sharing identifying details, and give yourself time to recover.

The Never Solo hotline is for guides too.



NEVER
SOLO

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



ELEVATING SURVIVORS. CONFRONTING THE SILENCE.



ELEVATING SURVIVORS. CONFRONTING THE SILENCE.



ELEVATING SURVIVORS. CONFRONTING THE SILENCE.



ELEVATING SURVIVORS. CONFRONTING THE SILENCE.



ELEVATING SURVIVORS. CONFRONTING THE SILENCE.



ELEVATING SURVIVORS. CONFRONTING THE SILENCE.



ELEVATING SURVIVORS. CONFRONTING THE SILENCE.



ELEVATING SURVIVORS. CONFRONTING THE SILENCE.



ELEVATING SURVIVORS. CONFRONTING THE SILENCE.



ELEVATING SURVIVORS. CONFRONTING THE SILENCE.

— NEVER SOLO

INFORMATION & SUPPORT HOTLINE

Free • Confidential • 24/7 Chat

You never have to face this alone.
For survivors and those who support them.



SCAN TO START A CHAT

— NEVER SOLO

INFORMATION & SUPPORT HOTLINE

Free • Confidential • 24/7 Chat

You never have to face this alone.
For survivors and those who support them.



SCAN TO START A CHAT

• neversolo.net/support-hotline •

• neversolo.net/support-hotline •

— NEVER SOLO

INFORMATION & SUPPORT HOTLINE

Free • Confidential • 24/7 Chat

You never have to face this alone.
For survivors and those who support them.



SCAN TO START A CHAT

— NEVER SOLO

INFORMATION & SUPPORT HOTLINE

Free • Confidential • 24/7 Chat

You never have to face this alone.
For survivors and those who support them.



SCAN TO START A CHAT

• neversolo.net/support-hotline •

• neversolo.net/support-hotline •

— NEVER SOLO

INFORMATION & SUPPORT HOTLINE

Free • Confidential • 24/7 Chat

You never have to face this alone.
For survivors and those who support them.



SCAN TO START A CHAT

— NEVER SOLO

INFORMATION & SUPPORT HOTLINE

Free • Confidential • 24/7 Chat

You never have to face this alone.
For survivors and those who support them.



SCAN TO START A CHAT

• neversolo.net/support-hotline •

• neversolo.net/support-hotline •

— NEVER SOLO

INFORMATION & SUPPORT HOTLINE

Free • Confidential • 24/7 Chat

You never have to face this alone.
For survivors and those who support them.



SCAN TO START A CHAT

— NEVER SOLO

INFORMATION & SUPPORT HOTLINE

Free • Confidential • 24/7 Chat

You never have to face this alone.
For survivors and those who support them.



SCAN TO START A CHAT

• neversolo.net/support-hotline •

• neversolo.net/support-hotline •

— NEVER SOLO

INFORMATION & SUPPORT HOTLINE

Free • Confidential • 24/7 Chat

You never have to face this alone.
For survivors and those who support them.



SCAN TO START A CHAT

— NEVER SOLO

INFORMATION & SUPPORT HOTLINE

Free • Confidential • 24/7 Chat

You never have to face this alone.
For survivors and those who support them.



SCAN TO START A CHAT

• neversolo.net/support-hotline •

• neversolo.net/support-hotline •