



NEVER SOLO

NON-PROFIT PARTNER TOOLKIT

Printable tools to help climbing organizations mobilize their communities, respond with care, and connect survivors 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 NON-PROFITS MATTER

Meetups, mentorship programs, affinity groups, stewardship days, and trips build deep trust, often outdoors and without the structure of a gym. That makes your organization a powerful voice for change, and often the first place someone turns when something goes wrong.

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 HELP CONFRONT THE SILENCE Mobilize your community and get your policies in order.

03 WHEN A COMMUNITY MEMBER TELLS YOU How to respond to a disclosure, step by step.

04 VOLUNTEER & EVENT LEADER CARD What to do at meetups, clinics, and trips.

05 PARTNER MESSAGING KIT Ready-to-use language to share your partnership.

06 HOTLINE POSTER Post at events, partner gyms, and community boards.

07 HOTLINE CARDS Add to event kits and trip packets.

HELP CONFRONT THE SILENCE

Silence protects harm. Your organization can break it by speaking openly, putting strong policies in place, and showing your community that help is always available.

MOBILIZE YOUR COMMUNITY

- **Talk about it.** Open meetups, clinics, and trips with a 30-second safety moment that names the hotline.
- **Train your leaders** in disclosure response and bystander intervention during onboarding.
- **Host an event:** an awareness night, workshop, or climb-a-thon with local gyms and partners.

SPREAD THE WORD

- **Share the hotline** in your website footer, newsletters, social media, registrations, and trip packets.
- **Post it where people gather:** events, partner gyms, and community boards.
- **Hand out hotline cards** at every event and keep them in your event kits.

MAKE SURE YOUR HOUSE IS IN ORDER

1

CODE OF CONDUCT & ANTI-HARASSMENT POLICY

Applies to staff, board, volunteers, and participants, at events, on trips, and online. Defines prohibited conduct and consequences, and is signed by every leader.

2

REPORTING & RESPONSE PROCEDURE

Names who receives reports, with a backup path if a leader or board member is involved. Covers documentation, interim safety measures, confidentiality, and protection from retaliation.

3

YOUTH PROTECTIONS & MANDATORY REPORTING

Know your state's mandatory reporting laws and who must report. Screen anyone working with minors and avoid one-on-one, unobserved contact. Youth programs tied to a national governing body may fall under U.S. Center for SafeSport rules.

MAKE YOUR PARTNERSHIP KNOWN

- **Announce it** to members, donors, and partners (see the Partner Messaging Kit).
- **Show it** by displaying the Never Solo logo on your website, event materials, and partner pages.

PARTNER WITH NEVER SOLO

Ask about certification trainings and policy templates for your organization:

Info@NeverSolo.Net

WHEN A COMMUNITY MEMBER 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 on the ground, and move somewhere private 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 a minor is involved or you are a mandated reporter, explain who you must tell.

5

CONNECT THEM TO SUPPORT

Offer the Never Solo hotline and a card. Then follow your organization's reporting procedure. If the person named is a leader or board member, go to your backup contact.

"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 / drinking?"
- "You have to report this."
- "But they do so much for our community."

You are not responsible for fixing it. Supporting someone can be heavy: volunteers can reach out to the hotline for guidance, too.

VOLUNTEER & EVENT LEADER CARD

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

IF YOU SEE IT

STEP IN SAFELY

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

GET HELP

Alert your lead or co-leader. 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.

AT THE CRAG OR ON A TRIP

- Never leave the person alone with the individual they named.
- Let them choose a trusted companion.
- Arrange separate rides or tents if needed.
- Know where the nearest cell signal is before you head out.

IF A MINOR IS INVOLVED

Report to child protective services or law enforcement as your state requires, and notify your designated safety contact. Do not confront the accused person yourself.

FILL IN FOR YOUR ORGANIZATION

DESIGNATED SAFETY CONTACT

BACKUP CONTACT (IF A LEADER IS INVOLVED)

LOCAL CHILD PROTECTIVE SERVICES

LOCAL POLICE (NON-EMERGENCY)

Emergency: 911 **RAINN:** 800-656-4673 **Never Solo 24/7 chat:** NeverSolo.Net/Support-Hotline

PARTNER MESSAGING KIT

Ready-to-use language for telling your community you stand with Never Solo. Use your own voice, and replace the bracketed text with your details.

1

PARTNERSHIP ANNOUNCEMENT

For your website or newsletter.

"[Organization Name] is proud to partner with Never Solo, a movement dedicated to preventing sexual abuse and harassment in climbing and supporting survivors. Everyone deserves to feel safe on the wall, at the crag, and in our community. If you or someone you know needs support, Never Solo's free, confidential 24/7 chat hotline is here: [NeverSolo.Net/Support-Hotline]. You can also reach our safety contact, [Name], at [Email]."

2

SOCIAL MEDIA POST

Pair with the Never Solo logo or a photo from your community.

"No one should face this alone. We've partnered with Never Solo to help confront the silence around abuse in climbing. Free, confidential 24/7 support for survivors and those who support them: [NeverSolo.Net/Support-Hotline]"

3

SAFETY MOMENT

Read aloud at the start of every meetup, clinic, or trip.

"Before we climb: we want everyone here to feel safe. Harassment and unwanted contact are not tolerated. If anything makes you uncomfortable today, talk to [Leader Name]. And if you ever need support, Never Solo has a free, confidential 24/7 chat hotline. Grab a card before you go."

4

WEBSITE FOOTER OR EMAIL SIGNATURE

One line, everywhere you can put it.

"Proud Never Solo partner. Free, confidential 24/7 support for survivors in climbing: [NeverSolo.Net/Support-Hotline]"

USING THE NEVER SOLO BRAND

- **Logo:** use the official logo without stretching, recoloring, or cropping. Request files from Never Solo.
- **Colors:** Orange #FFB356, Blue #383E55, Grey #E2E4EB.
- **Fonts:** Bebas Neue for headlines, Montserrat for body text.



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



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Free • Confidential • 24/7 Chat

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



SCAN TO START A CHAT

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