

Caller mentions being sexually active, or planning on being sexually active



**Caller is very nervous and/or emotional:**

- Discuss & explore feelings thoroughly first
- Bring up HIV info later on in the call, ex:

“Earlier, you mentioned being sexually active,

do you have any questions about safer sex, specifically HIV?”



**If caller answers YES:**

“Can you please tell me more about what happened that made you concerned that you may be at risk of HIV?”



If caller answers YES:

“Can you please tell me more about what happened that made you concerned that you may be at risk of HIV?”



Use FAQ document, reading each relevant section (for example, “anal sex” or “testing info”)



Ask caller if they have further questions. If anything non-HIV related comes up please refer to

**The Sex, Gender, &  
Relationship Hotline:  
415-989-7374**



**If caller answers NO:**

“OK, please let me know if anything comes up.”

## CALLER: How do I know I'm gay? (LGBT) ?

### **VOLUNTER POINTS TO COVER:**

- Focus on why caller is asking
  - How long have these feelings been there?
  - Normalize feelings
  - How does caller feel about having these sexual attractions or gender identity?
  - If they don't feel ok, focus on the reason why
  - Strategies for feeling good about themselves
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## CALLER: Coming-out as (LGBT) to family

### **VOLUNTEER POINTS TO COVER:**

- Validate it's a big decision
  - How are they feeling about themselves as LGBT?
  - Why coming-out now?
  - Based on their family, how do they think it will go?
  - How would the caller handle the family's reaction?
  - Discuss if this is a safe time to come-out
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## CALLER: I like to dress up, and I don't know what to do about it.

### **VOLUNTEERS POINTS TO COVER:**

- Validate and normalize
  - How long have they felt this way?
  - Difference between cross dressing as it's own thing and gender identity
  - Talk about the term "transgender" and how varied its meaning is
  - If things could work out any way they wanted, what would that be like?
  - Talk about the term "transitioning" and varied its meaning is.
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## CALLER: I'm having a problem in my relationship

### **VOLUNTEER POINTS TO COVER:**

- Validate it's a tough situation
- what feelings is this bringing up for the caller?
- If things don't change, what would the caller want to do?

Below are important points to cover in coming-out calls/chats. While not every single call will touch on each of these points, most should. Keeping this available during a call/chat is a good tool to be sure you've talked about each of these.

## **CALLER: How do I know I'm gay (LGBTQ) ?**

### **VOLUNTEER POINTS TO COVER:**

- Focus on why caller is asking
  - How long have these feelings been there?
  - Normalize feelings
  - How does caller feel about having these sexual attractions and/or gender identity?
  - Strategies for feeling good about themselves.
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## **CALLER: Coming out (as LGBTQ) to family**

### **VOLUNTEER POINTS TO COVER:**

- Validate it's a big decision
- How are they feeling about themselves as LGBTQ?**
- Why coming-out now?
- Based on their family, how do they think it will go?
- Safety & how would the caller handle the family's reaction?
- Discuss if this is a safe time to come-out