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Ultimately, the role of a LCL volunteer is to be a trusted confidant who possesses the knowledge and skill to guide the caller in distress to the point where he or she is able, ready, and willing to take the action required to address their problems.

You may be the only person who the caller feels he or she can trust. You may be the only person the caller feels is sincerely concerned, with no hidden agenda or competing loyalties. You may be able to empower the caller to come to believe that their problems can be solved, that recovery is possible, and that there is hope.

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***LCL Volunteers Make a Difference. Thank You for Your Selfless Service.***

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