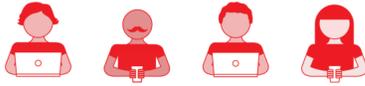


# FREE, 24/7 SUPPORT FOR PEOPLE IN CRISIS



## **\*Text 741741 from anywhere in the USA to text with a trained Crisis Counselor.**

Every texter is connected with a Crisis Counselor, a real-life human being trained to bring texters from a hot moment to a cool calm through active listening and collaborative problem solving.

All Crisis Counselors are volunteers, donating their time to helping people in crisis.

**Crisis Text Line serves anyone, in any type of crisis, providing access to free, 24/7 support and information via text.**

### **HOW IT WORKS:**

1. Text HOME to 741741 from anywhere in the US, anytime, about any type of crisis.
2. A live, trained Crisis Counselor receives the text & responds quickly, from our secure online platform.
3. The volunteer Crisis Counselor will help you move from a hot moment to a cool moment.

### **HERE'S HOW IT WORKS IN MORE DETAIL...**

- First, you're in crisis. That doesn't just mean suicide: it's any painful emotion for which you need support. You text us at **741741**.
- Your opening message can say anything: The opt-in words you see advertised ("HELLO," "START") just help us know where people are learning about us!
- The first two responses are automated. They tell you that you're being connected with a Crisis Counselor, and invite you to share a bit more.
- The Crisis Counselor is a trained volunteer, not a professional. They can provide support, but not medical advice.
- It usually takes less than five minutes to connect you with a Crisis Counselor. (It may take longer during high-traffic times).
- When you've reached a Crisis Counselor, they'll introduce themselves, reflect on what you've said, and invite you to share at your own pace.
- You'll then text back & forth with the Crisis Counselor. You never have to share anything you don't want to.
- The Crisis Counselor will help you sort through your feelings by asking questions, empathizing, and actively listening.
- The conversation typically ends when you and the Crisis Counselor both feel comfortable deciding that you're in a "cool," safe place.
- After the conversation, you'll receive an optional survey about your experience. This helps us help you and others like you!
- The goal of any conversation is to get you to a calm, safe place.
- Sometimes that means providing you with a referral to further help, sometimes it just means being there and listening. A conversation usually lasts from 15-45 minutes.