

## A resource for anyone in Washington experiencing emotional crisis Free | Confidential | Multilingual

WHATEVER THE TIME: Day. Night. Weekends. Holidays.

WHATEVER THE REASON: Mental health distress. Concerns about substance use. Thoughts of suicide. Big life changes. The 988 Lifeline is here for you.







Calling or texting 988 or chatting via 988lifeline.org will connect you to compassionate care and support. Anyone—a person in crisis, or someone supporting a person in crisis—can reach 988 through any land line, cell phone, and voice-over internet device.

## What happens when a person contacts 988?

When a person calls or texts 988 or chats 988 lifeline.org, they are connected with a crisis counselor who listens, tries to understand how the problem is affecting the person, provides support, and shares resources. 988 Lifeline crisis counselors are trained to help reduce the intensity of a situation for the person seeking help and connect them to additional local resources to support their wellbeing.

## How does the 988 Lifeline protect the privacy of those who call, text, or chat?

When a person contacts the 988 Lifeline, they don't have to say who or where they are to get support. The 988 Lifeline crisis counselor knows only the person's phone number if they call or text, or their IP address if they use chat. No one is required to provide any personal information to receive the help from the 988 Lifeline.

> Someone to talk to. Someone to respond. A safe place for help. **Visit WA988.org for more information**

To request this document in another format, call 1-800-525-0127. Deaf or hard of hearing customers, please call 711 (Washington Relay) or email doh.information@doh.wa.gov.