

# HOW TO USE CRISIS TEXT LINE

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Crisis Text Line serves anyone, in any type of crisis, providing access to free, 24/7 support and information via a medium people already use and trust: text.

## How it Works

①



Text **HELLO** to **741741** from anywhere in the United States, 24/7. We will text about whatever is a crisis to you - addiction, anxiety, assault, bullying, depression, eating disorders, self-harm, and suicide.

②



The Crisis Counselor listens without judgment, invites you to share more, and helps you move from a hot moment to a cool calm. You'll text back and forth, sharing only what you feel comfortable.

③



After 2 automated responses, you'll connect with a live, trained volunteer Crisis Counselor who receives the text on their computer.

④



The goal of the conversation is help you find calm. That may mean sharing resources for you to check out for more help; sometimes it means listening.

⑤



It usually takes less than 5 minutes to connect you with a Crisis Counselor, maybe longer during busy times.

⑥



Conversations usually end when you and the Crisis Counselor feel comfortable that you're in a "cool," safe place, after 15 - 45 minutes.

## Want to get more involved?

Go to [crisistextline.org/volunteer](https://crisistextline.org/volunteer) to learn about more opportunities