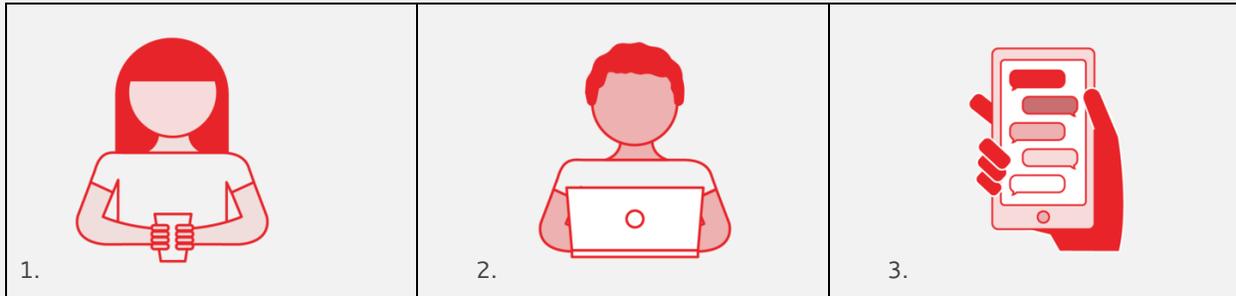


# CRISIS TEXT LINE |

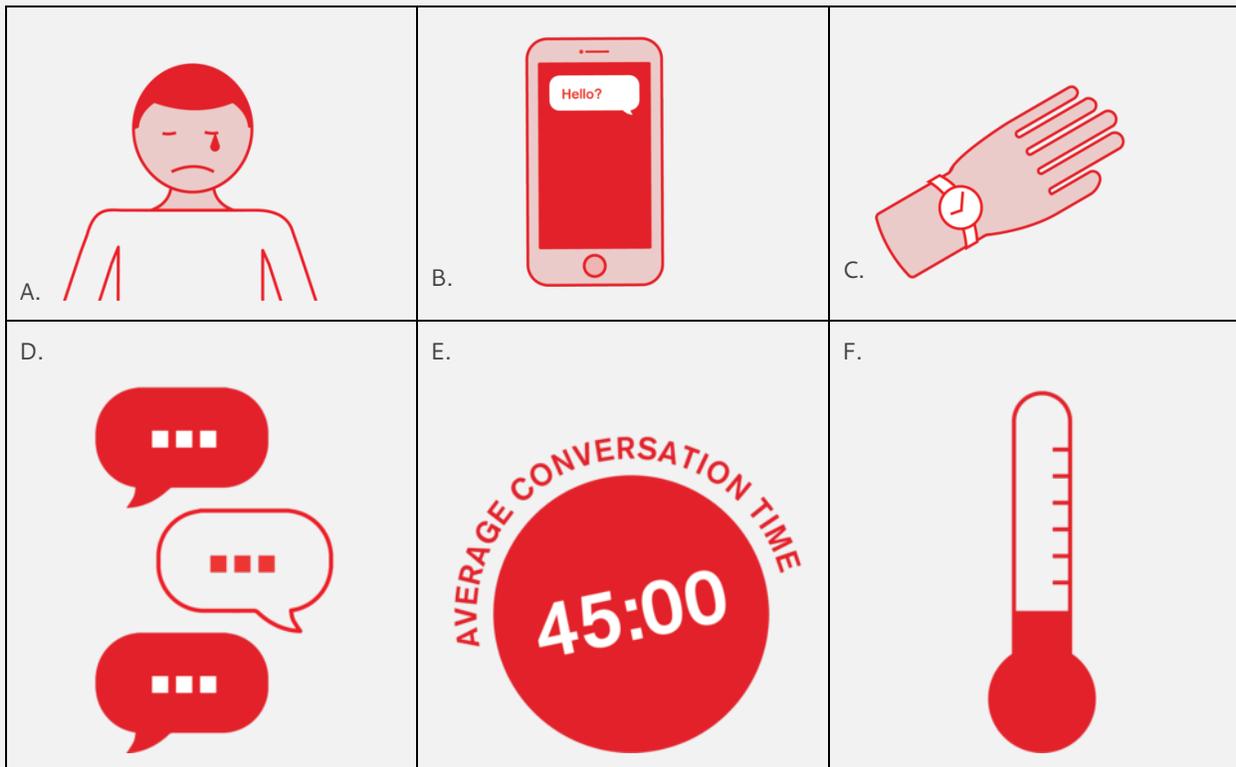
## How it Works

### THE SHORT VERSION



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 and responds quickly.
3. The volunteer Crisis Counselor will help you move from a hot moment (intense feelings) to a cool moment (safe).

### AND IN A BIT MORE DETAIL...



## CRISIS TEXT LINE |

### How it Works (continued)

- A. 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!
- B. **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.
- C. 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.
- D. You'll then text back and 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.
- E. **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, and sometimes it just means being there and listening. A conversation usually lasts about 45 minutes.
- F. 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!