

—SUPPORT FOR—
**SUICIDAL
INDIVIDUALS**
ON SOCIAL AND DIGITAL MEDIA



SAMHSA
Substance Abuse and Mental Health
Services Administration



Vibrant
Emotional Health

TABLE OF CONTENTS

Introduction	1
Why Establish Digital Policies for Those at Suicidal Risk?	2
How to Identify Someone at Risk for Suicide Online	3
The Exception to All Rules: Imminent Risk	5
How to Engage an Individual in Crisis Online	6
How to Build a Digital Safety Resource Bank	8
Additional Services	9
Crisis and Suicide Prevention Resource List—U.S.-Based.....	10
Crisis and Suicide Prevention Resource List—International	19



INTRODUCTION

Digital communities and social media platforms provide important vehicles to express ourselves, find information, and communicate with one another. This is also true for individuals in distress who are potentially suicidal. Too often their posts go unnoticed or not responded to. There are compelling reasons for social media companies to establish digital policies that will reduce the risk of suicide for these individuals as well as mitigate risk for the company. Not only will it save lives, it is the socially responsible thing to do.

The “**Support for Suicidal Individuals on Social and Digital Media**” free toolkit was developed by the staff of the **National Suicide Prevention Lifeline** to help digital community managers and social media platforms establish safety policies for helping individuals in suicidal crisis.

This toolkit is designed to help community managers understand:

- **What to look** for concerning suicidal content in an online community.
- **When to respond** to community members who have made statements related to suicide.
- **How to approach** situations with at-risk individuals so that a community member can be connected to the appropriate resources.

The guidelines listed within this toolkit are free to use. They are informed by best practices established by the **National Suicide Prevention Lifeline** and **Vibrant Emotional Health**. For those interested in building a more customized or expansive set of safety policies and support resources, Vibrant Emotional Health experts are available to provide consultative services. (See Additional Services)

Compiled by:

Thomas Shukis, Network Engagement Coordinator

Frances Gonzalez, Director of Communications

National Suicide Prevention Lifeline, Vibrant Emotional Health

Published September 2018

Over the past decade, social media platforms and digital organizations have collaborated with The National Suicide Prevention Lifeline and Vibrant Emotional Health to develop their processes and safety policies concerning suicidal community members, including:



Google

whisper



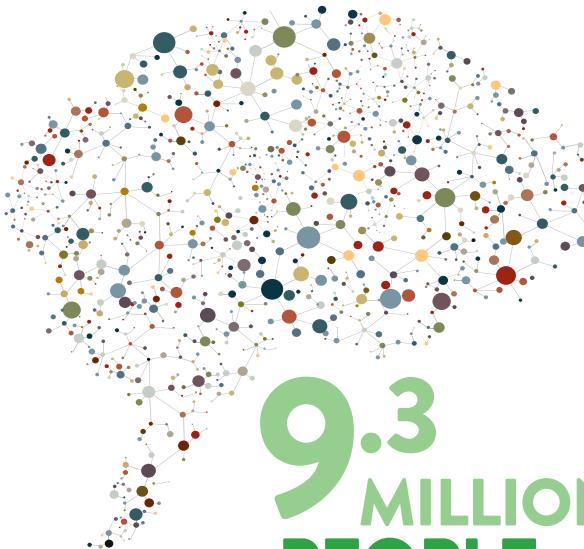
askfm

gofundme



YouTube

WHY ESTABLISH DIGITAL POLICIES FOR THOSE AT SUICIDAL RISK?



9.3 MILLION PEOPLE
experience thoughts of suicide
EVERY YEAR¹

Suicide is a LEADING cause of death in the United States

Suicide is a national public health crisis

SUICIDE IS THE 10TH LEADING CAUSE OF DEATH FOR ADULTS

AND IS THE 2ND LEADING CAUSE OF DEATH FOR INDIVIDUALS AGE 15-34 YEARS

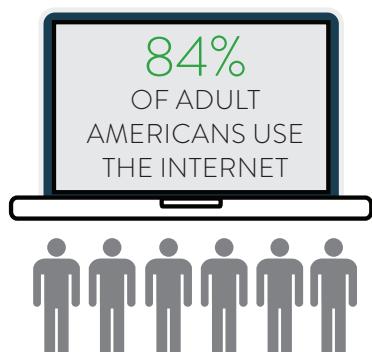
We can all take action to prevent suicide and provide support.

Despite these concerning numbers, suicide is preventable. With the right resources and intervention, individuals can find help or learn how to provide support to others, potentially saving lives.

The majority of Americans socialize or find resources online.

The Pew Research Center finds that nearly 84 percent of adult Americans use the internet,² with 65 percent of adults using at least one social networking site.³ Online communities and social media platforms are a large component of an individual's internet experience.

With the progression of social-minded technology, more people are reaching out for help in online communities and on social media. Creating a process for someone to reach out and find support online makes it possible for an individual to get help when they need it most.



¹ <https://www.cdc.gov/violenceprevention/pdf/suicide-datasheet-a.pdf>

² <http://www.pewinternet.org/2015/06/26/americans-internet-access-2000-2015/>

³ <http://www.pewinternet.org/2011/08/26/65-of-online-adults-use-social-networking-sites/>



HOW TO IDENTIFY SOMEONE AT RISK FOR SUICIDE ONLINE



One of the first hurdles to cross in establishing a process for suicidal community members is one of identification. **How do you know if someone may be in suicidal crisis?**

People often express one or more warning signs before attempting suicide. In general, a person expressing one or more of the following **warning signs** in a comment, message, profile, or post online may be considering suicide:

- Talking about wanting to die or kill oneself
- Expressing the desire to kill or injure themselves
- Looking for information about methods of suicide
- Talking about feeling hopeless or having no reason to live
- Talking about feeling trapped or in unbearable pain
- Talking about being a burden to others (“People are better off without me”)
- Increasing the use of alcohol or drugs
- Acting anxious or agitated; behaving recklessly
- Withdrawing or feeling isolated
- Showing rage or talking about seeking revenge
- Displaying extreme mood swings
- Talking about wishing to harm themselves
- Expressing a heightened fixation with death or violence

HOW TO IDENTIFY SOMEONE AT RISK FOR SUICIDE ONLINE



Examples of a community post from someone who may be at-risk:

- “Hi, I really need some help, can someone please contact me.”
- “My daughter has fibromyalgia and the treatment alone costs too much for us to keep up with everything else. It’s become a full-time job to take care of her and I don’t know how I can keep going on like this. I feel hopeless with all of this and don’t know how I can keep going.”
- “My 15-year-old son has been texting one of his friends and he has been having what appears to be thoughts of suicide. What should I do?”
- “I’ve been really depressed lately and I don’t know how to fix this. I have been thinking about suicide lately, my grandfather committed suicide 10 years ago. I’m so scared about all of this.”

Risk factors are characteristics that may make it more likely that an individual will consider or attempt suicide. However, they can't cause or predict an attempt. If any of the following **risk factors** are expressed in conjunction with the above warning signs, this person may be at considerable risk of suicide:

- Stressful life events such as the death of a loved one, divorce, or job loss.
- Prolonged stress factors such as harassment, bullying, social humiliation, relationship problems, or unemployment.
- Easy access to lethal methods including firearms or drugs.
- Prior suicide attempt(s) and/or prolonged history of self-harming behaviors.
- Barriers to accessing health care and treatment.
- Social isolation and/or alienation.

These risk factors and warning signs can provide helpful guideposts in determining which individuals in your digital community may be considering suicide or in suicidal crisis and would benefit from your platform's support resources, a local crisis center's intervention, or the Lifeline.

THE EXCEPTION TO ALL RULES: IMMINENT RISK



Regardless of protocols, warning signs, or risk factors, there may be posts, profile details, or comments that may indicate a need for immediate action outside of your community's resources. Imminent risk is a term used to define a situation in which an individual is at **immediate risk of harming themselves or another person.**

To decide whether a person is at imminent risk of harming themselves or others, look for three distinct variables: plan (how), date/time (when) and/or place (where). If the individual identifies a specific method of suicide (*the plan*) and/or indicates a specific day or time in which they will carry out this method (*the timeline*), and/or states where he/she wishes to attempt suicide, then that individual is likely at imminent risk of suicide.

Examples of a community post from someone who may be at imminent risk:

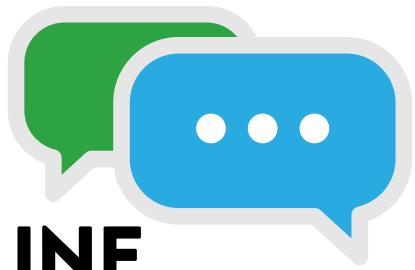
- “I GIVE UP. Save your thoughts, I’m killing myself later tonight.”
- “I have no one, I’m completely done and I’m numb. I have NO purpose. I’m just wondering what is most efficient to end it, but I think I’m going to use my gun tonight because it should be painless. I’ll be home alone, so I have plenty of time to do it.”
- I’m going to die by the end of tomorrow. I have a plan but I wanted to say goodbye to all of you before I do it.”

In situations where a person is perceived to be at imminent risk of harming themselves or others, it is imperative to connect that individual to emergency services or 911 for immediate assistance. Local emergency services are the fastest way to help a person who is at imminent risk of suicide. Other resources or protocols may be inappropriate during this situation and should not be applied.

It will also be important to share within your community a procedure on how community members can reach out to emergency services if they come across other members who are at imminent risk of harming themselves or another person. Within these guidelines, important information to share with 911 or other emergency services should include:

- As much information as is possible about the person at risk (including name, current address or whereabouts, telephone number, or other mode of contact).
- The nature of the emergency, including information about what the person posted, behavior or actions about to be taken or in the process of being taken, how the caller learned about the emergency (what website, post, chat forum was found).
- You (or the caller’s) name, location, and relationship with the digital community.
- Any other information that may be relevant to the situation.

HOW TO ENGAGE AN INDIVIDUAL IN CRISIS ONLINE



If you have identified an individual that is at risk of suicide or in suicidal crisis but doesn't seem to be at imminent risk, research suggests that the community moderator reach out to that individual directly, through a set of clear processes established by and best suited to the needs of your platform or community.

There are four factors to consider when developing your community's guidelines regarding engagement with at-risk individuals online:

1

Always consider a post about suicide to be serious and genuine.

While we can imagine instances where a statement could be disingenuous or a joke, it is absolutely important to err on the side of caution and to recognize any concerning posts as an honest and true expression of suicidal crisis.

2

Develop a system of monitoring and responding to community members in a timely, uniform, and unbiased manner.

Only offering a response to certain posters or with irregular frequency may come across as disengaged or insincere to your community members, while also raising the possibility that individuals in need of support may go unanswered.

3

Craft responses that are sensitive to the situation, yet realistic about your ability to support an at-risk individual. It is not your responsibility to provide total support for community members who are experiencing thoughts of suicide. Instead, aim to connect people to appropriate support services during a time of crisis.

4

Keep in mind the exception to all rules: imminent risk.

If, in the course of communicating with an individual, you discover that this person is at imminent risk of suicide, reach out to emergency services immediately. Similarly, if another user reports to you that they have found a post that shows another user may be at imminent risk, have a procedure in place to manage the situation.

While we encourage active moderation and response online, we do not encourage community managers to take on the role of mental health care professionals. All engagement with an at-risk individual should be designed to provide appropriate support while connecting that individual to mental health or crisis resources like the **National Suicide Prevention Lifeline**, your local crisis center, or other local mental health providers. You can use

the **Substance Abuse and Mental Health Services (SAMHSA)** treatment services locator to find resources in your area (See Resource List –U.S-Based).

If, while engaging with an at-risk individual, you believe that the person may actually be at imminent risk of suicide, call 911 or other local emergency services for immediate assistance. Local emergency services are the fastest way to help a person who is at imminent risk. Other resources or protocols may be inappropriate during this situation and should not be applied.

Sample responses to a community post, message or comment:

- “We are so sorry about the struggles you are going through and we want to help. Please call the National Suicide Prevention Lifeline: 1-800-273-TALK. The call is free and confidential, and crisis workers are there 24/7 to assist you.”
- “It sounds like you are having a really difficult time right now. If you need a little extra emotional support, please call the National Suicide Prevention Lifeline: 1-800-273-TALK. The call is free and confidential, and crisis workers are there 24/7 to assist you. The Lifeline is there for everyone.”
- “I am sorry to hear you are feeling so alone right now but hurting yourself is never the answer. There is hope and help available. Please call the Lifeline at 1-800-273-TALK (8255) or visit them online at suicidepreventionlifeline.org. They are here for you 24/7/365.”
- “Thank you for reaching out to us. We’re sorry to hear you are in so much emotional pain right now. The National Suicide Prevention Lifeline’s crisis counselors are here for you any time at 1-800-273-TALK (8255). The call is free and confidential.”
- “Thank you for reaching out to us during such a difficult time. We want to make sure you are supported. Please visit suicidepreventionlifeline.org for resources and 24/7 help.”

There may be times when a community member wishes to continue to directly engage with you for support beyond what you or your community feel appropriate providing. During instances of repeated engagement, continue to emphasize the importance of having the individual connect with the Lifeline, your local crisis center, or other mental health resources.

Providing guidance on how community members can support users they learn are at imminent risk for suicide will create a safer and more supportive community as a whole. Feel free to use the information in the previous section as a starting point for developing guidelines on how community managers and users can assist someone who is needing immediate support. For consultation or further assistance on developing these guidelines, **write to Vibrant Emotional Health’s Communications team at communications@vibrant.org, with the subject line “Social Media Suicide Prevention” to schedule an in-depth consultation.**

HOW TO BUILD A DIGITAL SAFETY RESOURCE BANK



While you can definitely provide relevant third-party information and mental health resources on an as-needed basis when engaging with those in suicidal crisis, you may want to consider creating a bank of resources for your own organization or social media platform.

A single web page on your website or a designated area in your community forum can serve as a way to share a variety of different resources your community may find helpful in a single easy-to-find location. Having this page in a location that you can easily edit also allows you to adjust and expand that resource bank as your community grows. You can add custom messaging or information to your resource bank that may not be easily accessible through third-party resources.

There are four factors to consider and incorporate when creating a digital safety resource bank:

1

A resource bank is not a replacement for crisis services. Crisis intervention services offer trained counselors to those in need of support. A list of digital safety resources is an informational supplement to crisis counseling, and information on local or national crisis counseling services should be available in any resource bank.

2

Stick to reputable resources and provide the most recent information. Try to provide information that comes from evidence-based or verified sources, and establish a method of regularly checking the veracity of information, cleaning up broken links, and removing outdated sources.

3

Integrate your resource bank throughout your website or platform, as well as your engagement messaging. Make sure this list of resources can be easily found in your navigation, menu, or search results, and share it when you engage with community members.

4

Keep in mind the exception to all rules: imminent risk. Include the methods of identifying imminent risk in your resource bank, and encourage your community members to learn them and contact emergency services when necessary. Provide a space to share with community members how your organization will review and respond to persons at imminent risk, so that community administrators and the community understand the process for supporting those at imminent risk.

You do not have to limit yourself to information concerning suicide prevention. As your community grows, you may identify other needs, mental health or otherwise, and can provide resources to address those needs through your resource bank.



ADDITIONAL SERVICES

The “**Support for Suicidal Individuals on Social and Digital Media**” free toolkit is meant to serve as a foundation on which to build digital suicide prevention policies and strategies and help save lives. But every organization, platform, and community is unique, and this kit cannot address every challenge that may develop.

Vibrant Emotional Health and **The National Suicide Prevention Lifeline** have worked with multiple social media platforms and organizations to craft supportive and effective suicide prevention strategies that work best for their communities. Our digital best practices and consultations have influenced safety policy at Facebook, Google, Twitter, and more.

If you or your organization are interested in a more hands-on approach to crafting suicide prevention policy, are interested in receiving assistance on building a more safe and supportive community, or if you would like to explore more innovative strategies in digital suicide prevention, **write to Jacque Moutier, Vice President of Business Development, Vibrant Emotional Health, at moutier@vibrant.org with the subject line “Social Media Suicide Prevention” to schedule an in-depth consultation.**

CRISIS AND SUICIDE PREVENTION RESOURCE LIST—U.S.-BASED



Below is a list of popular resources in the United States that you can provide to individuals as needed, either through direct engagement or via your safety center.

The National Suicide Prevention Lifeline

The National Suicide Prevention Lifeline provides 24/7, free and confidential support via phone or chat for people in distress, resources for you or your loved ones, and best practices for professionals. Includes information on finding your local crisis center.

Phone: 1-800-273-TALK (8255)

Website: <http://suicidepreventionlifeline.org>

#BeThe1To

Embodying the ethos that everyone that takes action to prevent suicide, #BeThe1To details the five evidence-based steps that any individual can take to help someone that is in suicidal crisis, as well as stories of recovery.

Website: <http://bethethe1to.com>

Behavioral Health Treatment Services Locator

Offered by the Substance Abuse and Mental Health Services Administration, the behavioral health treatment services locator offers confidential and anonymous sources of information for persons seeking treatment facilities in the United States for substance abuse/addiction and/or mental health problems.

Website: <https://findtreatment.samhsa.gov>

Childhelp National Child Abuse Hotline

Is NOT a child abuse reporting hotline. The hotline offers crisis intervention, information, literature, and referrals to thousands of emergency, social service, and support resources. All calls are confidential. A Childhelp crisis counselor will assist if you:

- Are in physical or emotional crisis and need support and encouragement.
- Need to be connected to the best possible resources in your area.
- Have questions about the signs of child abuse.

- Need to find out how to report known or suspected abuse.
- Have questions about the reporting process and what you might expect through the process.
- Want to learn about Childhelp programs that will address you or your child's needs.
- Want to learn about resources available to parents, grandparents and caregivers.
- Need emotional support as a survivor of abuse.
- Want a referral to an agency, counseling or other services near where you live.
- Want literature mailed to you. (Allow two weeks for delivery via the U.S. Postal Service.)
- Childhelp crisis counselors cannot come to the home where the abuse is happening and take away the child or teen who is in danger of being hurt and put them in a new home.
- The Childhelp Hotline crisis counselors can't make the child abuse report for you, but we are here to help you through it.
- Childhelp counselors can assist you by providing options based on the situation you describe. They cannot tell you what to do or guarantee that a specific outcome will occur.

Phone: 1-800-4 A CHILD (1-800-422-4453)

Website: <https://www.childhelp.org/hotline/>

Service Area: The United States, its territories, and Canada.

Compassionate Friends

Provides support for bereaved parents, siblings, and grandparents who have lost a child. Chapter meetings are open to families that have experienced the death of a child at any age, including pre-birth, from any cause. Supports chapters in all 50 states, Puerto Rico and Guam as well as chapters in more than 30 other countries. Also offers "virtual chapters" providing support online. Serves all ages, any children attending should be old enough to understand the meeting discussions and not be upset by them. Some chapters have sibling groups for children 12 or older.

Chapter Locator: http://www.compassionatefriends.org/Find_Support/Chapters/Chapter_Locator.aspx

Online Support (weekly, moderated, live chat support groups, specific groups for parents/grandparents/siblings, bereaved less than two years, bereaved more than two years, no surviving children, pregnancy and infant loss, and survivors of suicide): http://www.compassionatefriends.org/Find_Support/Online-Community/Online_Support.aspx

Closed Facebook Groups for specific types of loss (child, step-child, grandchild, sibling, suicide, substance use, homicide, drunk driving, cancer, special needs child, long-term illness, infant and toddler, only child/all children, miscarriage/stillbirth, mental illness): http://www.compassionatefriends.org/Find_Support/Online-Community/Closed_Facebook_Groups.aspx

Phone: 1-877-969-0010

Website: <http://www.compassionatefriends.org/>

Crisis Text Line

Crisis Text Line is a free, 24/7 support texting service for those in crisis.

Website: <http://www.crisistextline.org>

Disaster Distress Helpline

A national hotline providing year-round immediate crisis counseling for people who are experiencing emotional distress related to any natural or human-caused disaster. Stress, anxiety, and other depression-like symptoms are common reactions after a disaster. DDH staff provides counseling and support before, during, and after disasters and refer people to local disaster-related resources for follow-up care and support.

Phone: **1-800-985-5990**

Hours: 24/7

Deaf/Hard of Hearing: **1-800-846-8517**

Text (English, within U.S.): **TalkWithUs to 66746**

Text (Spanish, within U.S.): **Hablanos to 66746**

Text (Spanish, Puerto Rico/U.S. Virgin Islands): **Hablanos to 1-212-461-4635**

Text (Spanish, American Samoa, Guam, Palau, the Marshall Islands, the Northern Mariana Islands, and the Federated States of Micronesia): **Hablanos to 1-206-430-1097**

Text (English, any U.S. Territory): **TalkWithUs to 1-212-461-4635**

Website: <http://www.samhsa.gov/find-help/disaster-distress-helpline>

DoD Safe Helpline (operated by RAINN)

A support service specially designed to provide live, one-on-one support to sexual assault survivors and their loved ones within the DoD (Department of Defense) community. Safe Helpline staff members have been trained to answer questions relating to military specific topics such as Restricted and Unrestricted Reporting and how to connect with relevant military resources, such as an installation or base's Sexual Assault Response Coordinator (SARC), should those services be requested.

Phone: **1-877-995-5247**

Hours: 24/7

Info by Text: **Text your zip code or installation/base name to 55-247** (in the U.S.) **or 1-202-470-5546** (outside the U.S.), and they will text you back with contact information for the nearest civilian or DoD sexual assault service provider. Message and data rates may apply.

Safe HelpRoom: A place for survivors to chat with and support each other online. Safe, moderated and open 24/7 at <https://safehelpline.org/about-safe-helproom>

Self-Care App: Survivors can create a customized self-care plan and access recommended exercises and resources at <https://safehelpline.org/about-mobile>

Online Helpline: <https://safehelpline.org/>

Service Area: International

Gay, Lesbian, Bisexual and Transgender National Help Center offering the following four programs and services:

- Gay, Lesbian, Bisexual and Transgender (GLBT) Youth Talkline**

National telephone, online private one-to-one chat and email peer-support, as well as factual information and local resources for cities and towns across the United States. Assists with coming-out issues, relationship concerns, parent issues, school problems, HIV/AIDS anxiety and safer-sex information, and more. Maintains a resource

database with 15,000 listings containing information on youth groups, social and support organizations, as well as gay-friendly religious organizations, sports leagues, student groups and more.

Phone: 1-800-246-PRIDE (1-800-246-7743)

Hours: Monday-Friday from 4pm-12am, EST; Saturday from 12-5pm, EST

Website: <http://www.glnh.org/talkline/>

Ages Served: Teens and young adults up to age 25

- Gay, Lesbian, Bisexual and Transgender (GLBT) National Hotline**

Provides telephone, online private one-to-one chat and email peer-support, as well as factual information and local resources for cities and towns across the United States. Assists with coming-out issues, relationship concerns, bullying, workplace issues, HIV/AIDS anxiety and safer-sex information, and more. Maintains a resource database with 15,000 listings containing information on social and support groups, as well as gay-friendly religious organizations, sports leagues, student groups, lawyers, doctors and various counseling professionals

Phone: 1-888-843-4564

Hours: Monday-Friday from 4pm-12am, EST; Saturday from 12-5pm, EST

Website: <http://www.glbthotline.org/national-hotline.html>

Ages Served: All ages

- GLBT Online Peer Support Chat**

Free, confidential, one on one peer support for gay, lesbian, bisexual, transgender and questioning people.

Volunteer-run service, not a casual chat service or a substitute for ongoing professional counseling

Website: <https://www.volunteerlogin.org/chat/index.html>;

Hours: Monday-Friday from 4pm-12am, EST; Saturday from 12-5pm, EST

Ages Served: All ages

- Trans Teens Online Talk Group**

A weekly moderated group for transgender teens to talk about concerns, issues and personal victories in a safe space and to be able to fully express themselves without fear of being made to feel uncomfortable or unwelcome. Giving out personal contact information is prohibited.

Website: <https://www.glbthotline.org/transteens.html>

Hours: Wednesdays from 7-9pm, EST

Ages Served: 12-19 year olds

Love Is Respect (formerly known as the National Dating Abuse Helpline)

Engages, educates and empowers young people to prevent and end abusive relationships. Trained peer advocates offer support, information and advocacy to young people who have questions or concerns about their dating relationships. Also provides information and support to concerned friends and family members, teachers, counselors, service providers and members of law enforcement.

Phone: **1-866-331-9474**

Text: **22522** (Message and Data rates apply)

Online Chat: <http://www.loveisrespect.org>

Website: <http://www.loveisrespect.org>

Hours: 24/7 (Phone, text and chat)

National Alliance on Mental Illness

NAMI Helpline offers education and information about mental health issues including symptoms of mental health conditions, treatment options, local support groups, and helping family members get treatment. NAMI does not offer counseling.

Phone: **1-800-950-6264**

Website: <http://www.nami.org>

National Call Center for Homeless Veterans

Assists homeless Veterans and their families, VA Medical Centers, federal, state and local partners, community agencies, service providers and others in the community. Hotline staff will conduct a brief screen to assess needs. Homeless Veterans will be connected with the Homeless Point of Contact at the nearest VA facility. Family members and non-VA providers calling on behalf of a homeless Veteran will be provided with information regarding the homeless programs and services available.

Phone: **1-877-4AID VET (1-877-424-3838)**

Hours: 24/7

Homeless Veterans Online Chat:

<https://www.veteranscrisisline.net/ChatTermsOfService.aspx?account=Homeless%20Veterans%20Chat>

Website: <http://www.va.gov/HOMELESS/NationalCallCenter.asp>

National Center for Victims of Crime

Advocates for victims' rights, trains professionals who work with victims, and serves as a trusted source of information on victims' issues. Crimes could include: arson, assault, bullying, burglary, car theft, carjacking, child abuse, child sexual abuse, clergy abuse, dating violence, domestic violence, drugged/drunk driving, elder/vulnerable adult abuse, fraud, gang violence, group stalking, harassment, hate crime, hit and run, home invasion, homicide, identity theft, missing adults, missing children, property crime, ritual abuse, robbery, sexual assault, sexual harassment, stalking, terrorism, trafficking and more. Services include:

- National VictimConnect Helpline**

Provides live, anonymous referrals and support for victims of crime, their friends, and families.

Phone: **1-855-4-VICTIM (1-855-484-2846)**

Hours: Monday-Friday from 8:30am-7:30pm, EST

- **National Victim Connect Online Chat**

Provides live, anonymous referrals and support for victims of crime, their friends, and families.

Website: <https://chat.victimsofcrime.org/victim-connect/terms-of-service.jsp>

Hours: Monday-Friday from 9:30am-6:30pm, EST

- **Connect Directory**

Locate crime victim assistance in a variety of jurisdictions throughout the country

Website: <http://www.victimsofcrime.org/help-for-crime-victims/find-local-assistance---connect-directory>

- **Stalking Resource Center**

Provides training and technical assistance to communities to enhance their response to stalking. Services professionals and the general public.

Website: <http://www.victimsofcrime.org/our-programs/stalking-resource-center/help-for-victims>

National Council on Problem Gambling

National advocate for programs and services to assist problem gamblers and their families. Services provided include the National Program Gambling Helpline (linking to local resources), information and literature on problem gambling treatment, research and recovery and referrals to gambling counselors and treatment facilities.

Treatment Referral list: <http://www.ncpgambling.org/help-treatment/treatment-facilities/>

Counselor Directory: <http://www.ncpgambling.org/help-treatment/counselor-search/>

Phone or Text: 1-800-522-4700 (24/7 hotline)

Online Chat: <http://www.ncpgambling.org/chat>

Website: <http://www.ncpgambling.org/>

National Domestic Violence Hotline

The National Domestic Violence Hotline provides lifesaving tools and immediate support to enable victims to find safety and live lives free of abuse. Callers to The Hotline can expect highly trained, experienced advocates to offer compassionate support, crisis intervention information and referral services.

Phone: 1-800-799-7233

Website: <http://www.thehotline.org>

National Eating Disorder

The National Eating Disorders Association supports individuals and families affected by eating disorders, and serves as a catalyst for prevention, cures and access to quality care.

Phone: 1-800-931-2237

Website: <http://www.nationaleatingdisorders.org>

National Human Trafficking Resource Center

A national anti-trafficking hotline and resource center serving victims and survivors of human trafficking and the anti-trafficking community in the United States. Human trafficking is a form of modern-day slavery. This crime occurs when a trafficker uses force, fraud or coercion to control another person for the purpose of engaging in commercial sex acts or soliciting labor or services against his/her will.

Phone: 1-888-373-7888

Hours: 24/7

Website: <https://traffickingresourcecenter.org/>

Online tip reporting form (anonymous): <https://traffickingresourcecenter.org/report-trafficking>

(report information about a potential trafficking situation, not for use to report missing children or child pornography)

National Runaway Safeline

A federally-designated national communication system for runaway and homeless youth. Youth and family members connect to the hotline or online crisis services to work through problems and find local help from social service agencies and organizations. Some individuals just need someone to talk to, others need help finding a shelter, food, medical assistance, or counseling. Some youth are on the streets. Others are struggling with issues at home.

Phone: 1-800-RUNAWAY 1-800-786-2929

Hours: 24/7

Text: 66008

Online Chat: <http://www.1800runaway.org> (not available 24/7)

Forums: <http://bulletinboards.1800runaway.org/forum.php>

Website: <http://www.1800runaway.org>

RAINN—Rape, Abuse, Incest, National Network

RAINN is the nation's largest anti-sexual violence organization, which runs the National Sexual Assault Hotline and offers support, guidance, and advocacy for those who have been affected by sexual assault or violence.

Phone: 1-800-656-4673

Website: <https://www.rainn.org>

Reporting on Suicide

Free guidelines for responsible reporting and storytelling related to suicide.

Website: <http://reportingonsuicide.org>

S.A.F.E. Self-injury (Information only)

Offering education and support, SAFE Alternatives works to promote healthy choices over self-injury. Educational-only.

Phone: 1-800-366-8288

Website: <http://www.rainn.org>

SAMHSA's Behavioral Health Treatment Services Locator

An online source of information for persons seeking treatment facilities for substance abuse/addiction and/or mental health problems.

Website: <https://findtreatment.samhsa.gov/>

SAMHSA's National Helpline

Also known as the Treatment Referral Routing Service, this Helpline provides 24-hour free and confidential treatment referral and information about mental and/or substance use disorders, prevention, and recovery. Does not provide

counseling, trained information specialists answer calls; they transfer callers to state services or other appropriate intake centers in their states, and connect them with local assistance and support.

Phone: 1-800-662-HELP (4357)

Hours: 24/7

TTY: 1-800-487-4889

Website: <http://www.samhsa.gov/find-help/national-helpline>

Stomp Out Bullying

Stomp Out Bullying is an anti-bullying organization focused on reducing and preventing bullying, cyberbullying, sexting and other digital abuse, educating against homophobia, racism and hatred, decreasing school absenteeism, and deterring violence in schools, online and in communities across the country.

Website: <http://www.stompoutbullying.org/>

Stop Bullying

StopBullying.gov provides information from various government agencies on what bullying is, what cyberbullying is, who is at risk, and how you can prevent and respond to bullying.

Website: <http://www.stopbullying.gov>

The Trevor Project

The Trevor Project, founded in 1998, is a leading national crisis intervention service aimed to support lesbian, gay, bisexual, transgender, and questioning young people between ages 13–24. Their hotline is available 24/7 and offers phone, texting, and chat services.

Phone: 1-212-695-8650

Website: <http://www.thetrevorproject.org>

Tragedy Assistance Program for Survivors

The Tragedy Assistance Program for Survivors offers compassionate care to all those grieving the death of a loved one serving in our Armed Forces.

Online Community Support (chat room, message boards, blogs, survivor stories, online peer groups)—age restrictions and membership requirements may apply for some of these services: <https://www.taps.org/secure/online/default.aspx>

Phone: 1-800-959-TAPS (8277)

Website: <http://www.taps.org/>

Trans Lifeline

Hotline staffed by transgender people for transgender people and gender non-conforming people. Trans Lifeline volunteers are ready to respond to whatever support needs members of the community might have. The line is primarily for transgender people experiencing a crisis. This includes people who may be struggling with their gender identity and are not sure that they are transgender. It connects callers with services that can help them meet their needs whenever possible.

Phone: 1-877-565-8860 (United States); **1-877-330-6366** (Canada)

Website: <http://www.translifeline.org/>

Ages Served: All ages

2-1-1 – 211

Free. Provides information and referral (I&R) services connecting people to local community government, non-profit and faith-based services. Types of services listed in 2-1-1 databases include (but are not limited to): Food, Shelter, Transportation, Mental Health Services, Legal Assistance, Environmental, Domestic Violence, Sexual Assault, Child Care, Aging Services, Youth Services and more. 2-1-1 services are provided by a wide range of contact centers across the country.

Note: while all 2-1-1s follow similar operating standards there are differences in how, when and where each 2-1-1 operates. Most, but not all, 2-1-1 centers are open 24/7. 2-1-1 is available to over 93% of the United States population, but is not yet completely nationwide. There are some states that do not yet have full 2-1-1 coverage. 2-1-1s can be reached by dialing 2-1-1, most also have an 800# available for out of area callers. Chat and Text: many 2-1-1 centers are also available by Live Chat or Texting Services. Hours for these services may be more limited than their hours available by phone. To check if your area has 2-1-1 service and/or to self-search your local 2-1-1 provider's online database visit www.211.org.

Phone: 211

Website: <http://www.211.org>

SUICIDE PREVENTION RESOURCE LIST—INTERNATIONAL



There may be times when a user living outside of the United States may reach out through your online community for help. Consider sharing some of the following mental health resources for an international community member.

International Association for Suicide Prevention

IASP is dedicated to preventing suicidal behavior, alleviate its effects, and provide a forum for academics, mental health professionals, crisis workers, and suicide survivors. IASP offers a considerable library of international suicide prevention efforts.

Website: <https://www.iasp.info>

Worldwide-Befrienders

Befrienders Worldwide is a dynamic and expanding global network of 349 emotional support centers in 32 countries, spanning five continents. These centers are staffed by more than 25,000 volunteers who provide vital support to an estimated seven million service users each year.

Website: <http://www.befrienders.org>

Canada—Kids Help Phone

Kids Help Phone is a Canadian counseling and information service for young people, available 24/7.

Phone: 1-800-668-6868

Website: <http://org.kidshelpphone.ca>

United Kingdom/Ireland—Samaritans

Phone: 116 123

Website: <http://www.samaritans.org>

Australia—Lifeline Australia

Lifeline provides all Australians experiencing a personal crisis with access to online, phone and face-to-face crisis support and suicide prevention services.

Phone: 13 11 14

KEY TERMS

This list identifies common terms used in the suicide prevention and mental health fields.

Crisis: A situation or period of time whereby an individual experiences intense, overwhelming negative thoughts and feelings that outstrip his/her current ability to positively cope with the situation. By nature, crises are transient; if symptoms related to the crisis remain stable over time, they are more accurately described as a “disorder.”

Imminent Risk: A situation wherein a person is perceived to be in immediate danger of harming themselves (“imminent risk to self” e.g. suicide) or someone else. (“Imminent risk to others”).

Intentional Self-Harm: Purposefully self-inflicted poisoning or injury.

Non-fatal: Not causing death.

Risk Factors: Factors that make it more likely that individuals will develop a disorder and/or experience health or behavioral health crises; risk factors may encompass biological, psychological, or social factors in the individual, family, and environment.

Self-Harm or Self-Injury: injury or poisoning resulting from an intentional, deliberate violent act inflicted on oneself. This category may include suicide, suicide attempt, and other intentional self-harm (cutting, etc.).

Suicidal Behavior: Spectrum of actions undertaken by a person with the intent of killing one's self (“suicide attempts”).

Suicidal Ideation: Thoughts of engaging in suicide-related behavior. A wish or desire to die typically motivated by overwhelming psychic pain.

Suicidal Intent: There is evidence that, at the same time of injury, the individual intended to kill self or wished to die, and that the individual understood the probable consequences of his or her actions.

Suicide Attempt: A potentially self-injurious behavior with a nonfatal outcome, for which there is evidence that the person intended to kill himself or herself; a suicide attempt may or may not result in injuries.

Suicidal Plan: An effort to organize actions—including collecting items (lethal means), determining a time and place—which are intended to result in one's death by suicide.