

What to Expect When Calling 988

You are not alone. Help is available 24/7.

What is 988?

The 988 Suicide & Crisis Lifeline is a number you can call, text, or chat with when you are struggling emotionally. The person who answers the phone is trained to help you.

What happens when I call?

Dial 988	When you are struggling with your emotions or wanting to hurt yourself, you can pick up the phone and dial 988.
Wait for a counselor	<p>You will hear a message saying that you have reached the 988 Suicide and Crisis Lifeline. After that, music will play as they connect you with a counselor.</p> <p>You may have to wait up to 3 minutes- don't be discouraged. They want to help you.</p> <p>You can try to focus on your breathing or do deep-breathing to help you stay calm while waiting.</p>
Starting the conversation	There is no right or wrong way to start the conversation. You can start the conversation by just saying "hi, I am struggling right now."
Talking to the counselor	<p>This is where you share about what you are struggling with.</p> <p>The counselor will listen to you. The counselor may ask you questions to understand your situation. You can also ask the counselor questions.</p> <p>The counselor is there to listen and help you understand your feelings.</p>
After the call	Sometimes, the counselor may offer to call you back the next day to check in on you.

Questions you may have:

Can I call 988 even if I am not suicidal?	Yes. You can call 988 for support for ANY emotional stress you are experiencing.
Can I text or chat with a counselor instead of calling?	Yes. You can send a text to the number 988 to be connected with a counselor. You can also chat online by going to https://988lifeline.org/chat/
Will anyone know that I called 988?	Your call will be private and YOU get to decide who knows that you called 988. Your counselor will only contact emergency services if they think that your life is in immediate danger. You deserve support.
What if I struggle to find words for how I am feeling?	Your counselor is trained and will be patient with you. You will have time to think about what you would like to say.

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