

## WHAT HAPPENS WHEN YOU CALL 988?

*Your conversations are free and confidential.*



**Step 1:** A message will provide you with the service options.

**Step 2:** Hold music will play while you are connected to a counselor.

**Step 3:** Once connected, a counselor will greet you and introduce themselves.

**Step 4:** Your counselor will ask if you are safe.

**Step 5:** Your counselor will listen to you & provide support.

<https://988lifeline.org/get-help/what-to-expect/>



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## WHAT HAPPENS WHEN YOU CHAT 988?

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**Step 1:** After clicking "Chat With Us" you will fill out a brief survey to ensure your counselor understands how best to support you.

**Step 2:** Click "Start a Chat".

**Step 3:** You will then be connected with a counselor.

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## WHAT HAPPENS WHEN YOU TEXT 988?

*Your conversations are free and confidential.*



**Step 1:** After you send a text , you will choose an option.

**Step 2:** Text “next”.

**Step 3:** You will then complete a short survey.

**Step 4:** You will receive a “wait” message with optional questions while you are being connected to a counselor.

**Step 5:** Once connected, your counselor will greet you and introduce themselves.

**Step 6:** Your counselor will ask if you are safe.

**Step 7:** Your counselor will listen to you and will provide support.

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