

# FREQUENTLY ASKED QUESTIONS

## What happens when you call?

- When you call the Distress Line you will be connected to a highly trained volunteer who will listen to what is going on for you today and try to understand how you are feeling. They will talk with you about options and next steps and work with you to develop a plan for how to manage your concerns, which can include referrals to local resources.

## Why do people call the Distress Line?

- People call the Distress Line because they or someone they care about are in crisis or distress. They call when they don't know where to turn or their normal supports are not available. The reasons why vary from someone having thoughts of suicide, grieving the loss of a loved one, experiencing domestic violence, to struggling to cope with stress. We are here no matter the crisis you are experiencing to help you work through it and come up with a plan to move forward.

## Do many people use your crisis services?

- Yes, our Distress Line responded to 16,212 calls in 2018.

## Is it confidential?

- Everything you say is confidential. We do record our calls for quality assurance purposes, to ensure a consistent high level of crisis support for all our callers. Our service is here to help people. In cases where there is an intent to harm yourself or someone else or in cases of a child who may be being abused, we strongly encourage and will support you in reaching out to ensure the safety of everyone. This may also include us being required to report pertinent identifying information to the appropriate agencies that can intervene on behalf of the person in danger. The law requires us to report information regarding child abuse to Child and Family Services (The Child Abuse Hotline 1-800-387-KIDS [5437]).

## How can I get involved?

- The Distress Line is always looking for new volunteers! To learn more about our volunteer opportunities, or to apply to become a Distress Line Listener, please go the Volunteer Page. If you don't have the time or interest in volunteering to answer the Distress Line, you can consider making a donation. A donation of \$60.00 helps us answer two Distress Line calls.
- If you know of someone who may be experiencing a crisis or distress in their lives, encourage them to call the Distress Line. It's confidential and available 24/7.

## How much do I pay for the sessions?

- Services are provided at no cost to you