

## CRISIS CALLS & REFERRALS

If someone calls and feels depressed, expresses suicidal ideation, or says that they are worried about someone else attempting suicide, let them know that **we are not a crisis center and do not provide telephone counseling or professional advice**. If people express anger that you cannot speak with them, gently tell them that you are not trained to provide counseling and that in order for them to get the best care they need to speak to a trained professional.

If the caller is in **immediate crisis or feels he/she might cause self-harm, he/she should go to the nearest hospital emergency room or call 911**. If the caller is worried about another person, encourage them to take the person to the emergency room.

If the caller would like to speak with someone over the phone, ask him or her to get a pen and write down a number to a **24-hour call-in center that will link him or her to the nearest counseling center**. They do not need to be in an immediate crisis to call but can call whenever they feel they need someone to talk to. Counselors can also provide referrals to local resources.

**Suicide Prevention Lifeline [www.suicidepreventionlifeline.org](http://www.suicidepreventionlifeline.org) 1-800-273-TALK (8255)**  
**Spanish: 1-888-628-9454**

Young people can also call this 24-hour number:

<b>National Youth Crisis Line</b>	<b>1-800-999-9999</b>	Staffed 24/7
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### Referrals to mental health professionals:

<p><b>SAMHSA's National Information Center (Substance Abuse &amp; Mental Htlh Services Admin Ctr.)</b>  <a href="http://www.mentalhealth.org">www.mentalhealth.org</a>                  On-line mental health referral database. Look at "mental health resources locator" on resources tab. You can search <i>for</i> them while you have them on the phone and give them the number to local mental health services.</p>	
<p><b>Therapist Referral Network</b>                  1-800-843-7274 or  <a href="http://www.1-800-therapist.com">www.1-800-therapist.com</a>                  Referrals to professionals in private practice.</p>	<p><b>National Association of Social Workers</b>  <a href="http://www.socialworkers.org">www.socialworkers.org</a>                  On-line searchable database of social workers in resource section of website</p>
<p><b>American Psychiatric Association</b>                  888-357-7924 or <a href="http://www.psych.org">www.psych.org</a> Referrals to Psychiatrists</p>	<p><b>American Psychological Association</b>                  1-800-964-2000 or <a href="http://www.apa.org">www.apa.org</a>                  Referrals to Psychologists</p>
<p>If all else fails, try searching on google for "mental health" and the city/town they're calling from.</p>	

### Info on mental health, medications, referrals, or resources for families:

<p><b>Mental Health America</b>                  1-800-969-6642 (MHA) or <a href="http://www.nmha.org">www.nmha.org</a>                  Mon-Fri, 9 a.m. to 5 p.m. E.S.T.</p>	<p><b>National Alliance for Mental Illness</b>                  (NAMI) 1-800-950-6264 or <a href="http://www.nami.org">www.nami.org</a>                  Mon-Fri, 10 a.m. to 6 p.m. E.S.T.</p>
<p><b>Pfizer Info Line:</b> 1-800-438-1985                  Press 4 for info on Zoloft and Pfizer's Prescription Assistance Program.</p>	<p><b>Partnership for Prescription Assistance</b>                  1-888-4PPA-NOW                  (1-888-477-2669) or <a href="http://www.pparx.org">www.pparx.org</a></p>

If someone calls regarding **hospitalization following a suicide attempt or suicidal ideation and are concerned about hospital plans for discharge**, encourage them to speak directly with their physician, psychiatrist, social workers, nurse, or discharge planner at the hospital to arrange for follow up care.