

# Text HOME to 741741 to Connect with a Crisis Counselor

## Abstract

As a volunteer Crisis Counselor my service provides free personal, confidential and remote support and resources to people from the United States, Canada, UK and Ireland. Born from DoSomething.org, it has turned into a platform that helps thousands of people a day with their struggles with relationships, depression, suicide, self-harm, anxiety, abuse, violence and financial hardships. Our services have sent well over **100 Million Messages** to people in need of support, as well as provided referrals, resources and active rescues.

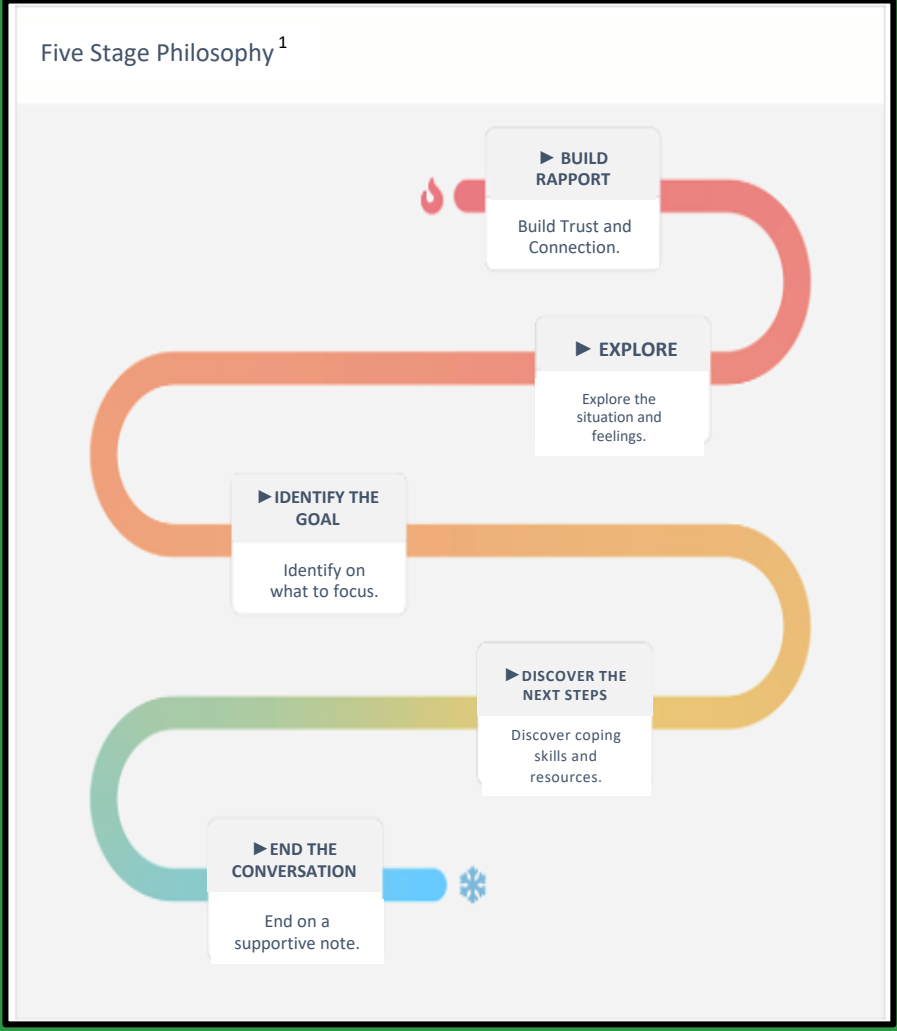
Our aim is connect with the person in need as soon as possible, and bring them from a **“hot”** moment, to a **“cool and calm”** moment. We do this by using effective empathetic techniques we learned during our extensive training. If we cannot achieve the “cool and calm” moment and conclude the person is at imminent risk, we have the ability to send emergency resources to the person’s location.

Sometimes I am asked if I will continue this volunteer work through medical school and residency. If you could help save a life with a spare 45 minutes, wouldn’t you? If you or anyone you know is need of support, please text HOME to 741741 to connect with a Crisis Counselor. We are here 24/7 and we care about you. We want to hear from you.

## References

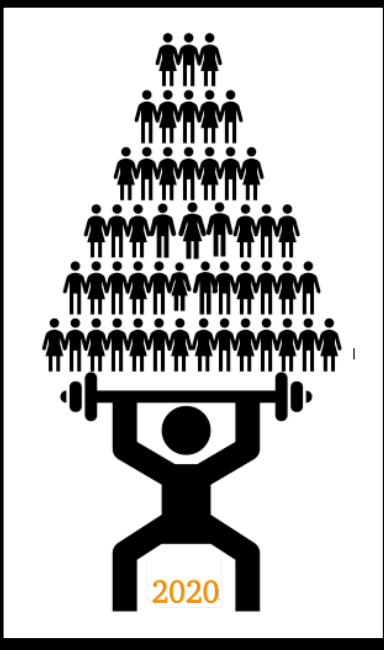
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3. Heinz, I., Mergl, R., Hegerl, U., Rummel-Kluge, C., & Kohls, E. (2019). Depression stigma and management of suicidal callers: a cross-sectional survey of crisis hotline counselors. *BMC psychiatry*, 19(1), 342. <https://doi.org/10.1186/s12888-019-2325-y>  
4. Willems, R., Drossaert, C., & Vujjk, P. (2020). Impact of Crisis Line Volunteering on Mental Wellbeing and the Associated Factors: A Systematic Review. *International journal of environmental research and public health*, 17(3), 1041. <https://doi.org/10.3390/ijerph17031041>

## Methods



## Results

- 2020<sup>2</sup>
- 16704 volunteers helped 817,013 people
  - Between April 1<sup>st</sup> and November 1<sup>st</sup>, 21.6% were frontline workers
  - 7.4% conversations referenced COVID
  - COVID was the 8<sup>th</sup> most prominent topic



## Conclusion

- Volunteer counselors are a key part of preventing suicide.
- Many people who utilize the service use it repeatedly.
- COVID is one of many devastating issues affecting people.
- We need to look for ways to help people more long-term.