

REQUESTING TELEPHONE SUPPORT

WANT TO TALK TO SOMEONE?

It is normal to feel stressed and even overwhelmed when faced with a difficult situation or emergency. Many people find that it can be helpful to speak to someone who will listen to their experience and concerns. Many people find this helps them feel calmer and think of different ways to deal with the situation.

HOW DOES THIS WORK?

It's simple to make this request.

- Call **1-888-686-3022** to request to speak with someone. This is available between 8 am and 9 pm every day of the week including holidays.
- Explain that you are someone who has been affected by the emergency.
- Provide a number where you can be contacted. Someone will call you back shortly (usually within the hour).
- If you cannot be reached, a brief message will be left and a call to you will be made later.
- If you do not want to leave a message, please say this when you make your request.

WHAT TO EXPECT DURING A CALL

This is a free telephone call to speak with a trained professional about how you are feeling and things that you might do help you through the situation.

The call will be confidential and the person who speaks with you will not keep notes on your conversation. There will be no record of your name or contact details.

NEED TO TALK TO SOMEONE RIGHT NOW?

If you feel that you need to speak to someone **immediately**, please call the Crisis Line at **1-800-784-2433**.