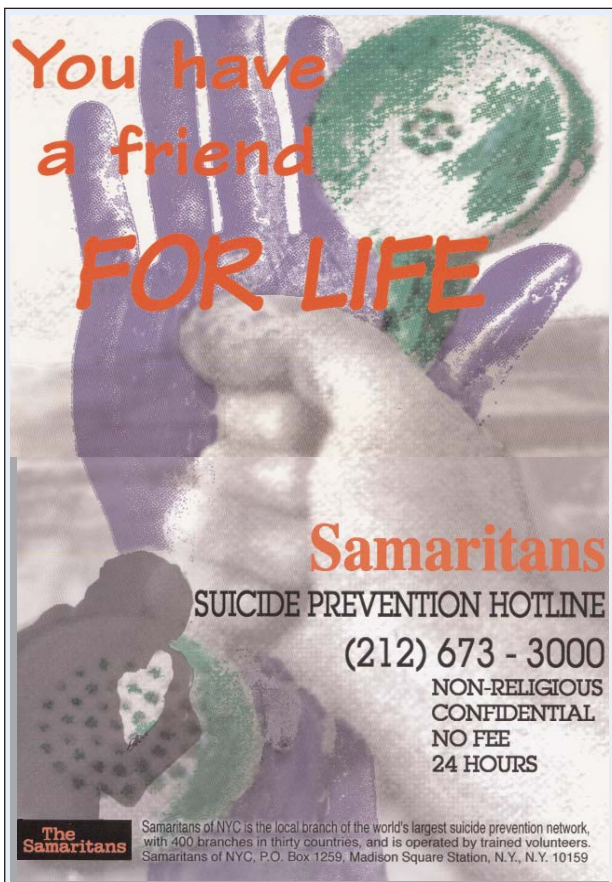


# Using Samaritans 24-hour Confidential Suicide Prevention Hotline as a Referral



**You have  
a friend  
FOR LIFE**

**Samaritans**  
SUICIDE PREVENTION HOTLINE  
(212) 673 - 3000  
NON-RELIGIOUS  
CONFIDENTIAL  
NO FEE  
24 HOURS

**The Samaritans** Samaritans of NYC is the local branch of the world's largest suicide prevention network, with 400 branches in thirty countries, and is operated by trained volunteers. Samaritans of NYC, P.O. Box 1259, Madison Square Station, N.Y., N.Y. 10159

## (212) 673-3000

In these difficult times, when the people we care for and respond to are dealing with so many problems and facing so many challenges, it is good to know there is a safe place that they can always turn for solace and ongoing support.

The Samaritans of New York operates a free, completely confidential 24-hour hotline that provides immediately accessible emotional support to people when they feel depressed, overwhelmed, isolated or in distress.

In contract with the NYC Department of Health and Mental Hygiene for over 20 years, the hotline service is provided by caring Samaritans volunteers who are professionally trained in active listening and suicide risk assessments.

Every person who calls the hotline is taken through our Crisis Communications Model, his/her current situation is explored, they are asked how they are feeling and if they are suicidal.

A call to Samaritans provides the 5 C's: *Care, Contact, Connection, Communication, Catharsis*. It can help reduce isolation, act as a pressure-release valve and be the major difference between a situation getting worse or stabilizing.

## When To Use Samaritans 24-Hour Hotline As A Referral

**From our 30 years of experience in NYC responding to over 1,000,000 calls, we have found that the hotline most benefits people who are hesitant, scared or have difficulty accessing services and those who use it as a bridging or transition service.**

for those people who are experiencing chronic depression or illness and/or are socially, culturally or physically isolated

for those people who are in treatment or counseling and need some form of ongoing emotional support between visits

for those people who are in the process of seeking care or treatment but have yet to find it or schedule an appointment

for those people who have been discharged from the hospital or a treatment facility and need a regular place to "check in"

## How To Refer Clients/Consumers To Samaritans 24-Hour Hotline

**At Samaritans, we believe it is best to de-stigmatize the use of the hotline when suggesting it to your client, student or other person you are responding to by being direct, honest and to the point about their situation.**

"You said you wish you had someone to talk to who would listen to what you're going through. Why don't you try Samaritans. They are trained listeners and they are completely confidential."

"The worst thing you can do at times like this is allow yourself to become more isolated and shut-off. At least try calling the people at Samaritans. They'll listen and take you seriously."

"You know...[name], everybody needs someone they can talk to who will listen when they are feeling overwhelmed and so many things are going on in their life...."

"When you start feeling scared or panicky or you're waiting for the medication to take effect--even if it's the middle of the night--call Samaritans and there is always someone to talk to."

Order free hotline calling cards, magnets and brochures at: [www.samaritansnyc.org](http://www.samaritansnyc.org)