Hotlines Encyclopedia Article

Hotlines

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Hotlines

There are a multitude of hotlines available that can be a source of crisis intervention, support, referrals, and information for specific problems. Many hotlines may be reached toll-free from all 50 states, 24 hours a day, seven days each week. Finding a hotline in a nearby area can be accomplished by calling the social work department of the local hospital, or by looking in the telephone book, in the yellow pages under Social Service Organizations. The hotline may match the caller with a survivor with a similar history, or link survivors' family members with veteran family members who've coped with similar issues. The practical advice and/or emotional support given can provide a new lifeline for the caller.

One example of a nationally available hotline is that for domestic violence. In addition to having a toll-free line at 1-800-799-SAFE (7233), there is line for the hearing impaired (TTY) at 1-800-787-3224. Callers can converse in either English or Spanish, with interpreters available to translate an additional 139 languages. The National Domestic Violence Hotline links individuals to help in their area using a nationwide database that includes detailed information on domestic violence shelters, other emergency shelters, legal advocacy and assistance programs, and social service programs.

Some other national crisis hotlines include Child Abuse and Neglect Reporting Line (1-800-292-9582), Poison Information (1-800-722-7112), Rape Crisis (1-800-262-9800), Runaways Hotline (1-800-621-4000), Narcotics Anonymous (1-800-229-7244), and Suicide Hotline (1-800-345-6785).