

# HELLO, IT'S ME

## what happens on the phone in a crisis



*I'm having a hard time*

*I don't want to be a burden*

*I'm worried about my son*

*I just need to talk*

*My best friend took her life*

*I don't think I can do this anymore*

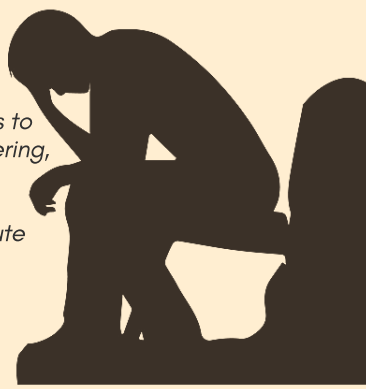
*I don't know how I'm going to make it*



**"You have reached the National Suicide Prevention Lifeline, also servicing the Veteran Crisis Line".**

*Suicidal ideation refers to thinking about, considering, or planning suicide.*

*Source: National Institute of Mental Health.*



**"National Suicide Center Prevention Lifeline, this is Rose\*, how can I help you?"**

Rose then walks through a series of questions she calls "active listening." She asks about feelings, thoughts and what's going on in life. "What led you to feel this way?" she includes.

She asks if the caller is seeking assistance, or local resources.

"We're not allowed to call law enforcement without your permission," she promises, explaining she's merely there to listen and offer help, not judge.

She asks if the caller is seeking immediate assistance, making suggestions to go to one of the three local hospitals in Belpre or Marietta.



She explains that her job is also to serve as the after-hours answering service for Life and Purpose Services, an outpatient mental health and addiction services company in Marietta.

"The most common question I ask is, 'are you already in counseling, [and] do you want to be?' she adds.

Sometimes that plan to get through the night includes a walk, reading a book or simply taking a shower.

"But it's giving them the power to decide how to make it to the next day," Rose explains.

She says follow up in a couple days is allowed and performed, if the caller agrees.

"And we can help too by giving them the numbers to call for local providers the next day," she explains.

**1-800-273-TALK (8255)**

**Also available:  
211, or, 740-345-HELP (4357)  
or text 4HOPE to 741741.**

"If you are in emotional distress, or suicidal crisis, or are concerned about someone who might be, we're here to help. Please remain on the line while we route your call to the nearest crisis center in our network," says the recording. "Attention, if you are a U.S. Military Veteran or current service member or are calling about one, please press 1 now to speak with a veterans crisis line."

Music plays for 10 seconds.

"Please stay on the line while your call is directed to an available responder," the recording says again before another 10 seconds of music.

**56 seconds** on the phone with recordings and music before a live responder is on the other end of the line.

\*As a crisis line responder Rose only gave her first name during both calls, and said she cannot reveal her physical location. She said her answering service, Pathways of Central Ohio, serves Licking, Knox, Muskingum, Perry, Morgan and Washington counties.



**"I also have a drop-in center, The House of Hope."**

Residents of Washington County who are at least 18 years old and who are recovering from a mental illness are eligible to go to the House of Hope, Washington County's mental health recovery resource center.

Location: 750 County House Lane, Marietta.  
Phone: (740) 374-0420.

Email: [houseofhopemarietta@suddenlinkmail.com](mailto:houseofhopemarietta@suddenlinkmail.com).

**"Let's try and develop a plan to get you through the night, and into the morning."**



**Crisis averted?**

Rose was also the one to answer when the United Way's 211 line was called, though from a landline that number did not go through. She instead offered the alternative local number for a more reliable result: 740-345-4357.

211 offers additional information and referral resources, most of which must be accessed during daylight hours though.

From the beginning of January to the end of June, 726 calls were made to 211, only three follow-up calls were made by the service.

Of those calls, 566 were concerning crisis, most were after-hours. Most were forwarded on to L&P Services, who have an on-call counselor who is contacted by the answering service for further follow-up.