

# Kansas Suicide Prevention HQ

what to expect when you call

The **988 Suicide and Crisis Lifeline** (Lifeline) is a national network of local crisis centers. This document will help you navigate your first time calling Kansas Suicide Prevention HQ (KSPHQ) which is part of the Lifeline. KSPHQ answers the hotline for all 105 counties in Kansas. If KSPHQ counselors are unable to answer due to high call volume, calls are routed to the next nearest call center.

## Who Can Call?

The Lifeline is a resource for anyone who is looking for emotional support. This includes all ages, gender identities, sexual orientation, race & ethnicity, religion, socio-economic status, etc. You do not have to be suicidal to call the Lifeline.

## Who Will I Talk To?

The counselors at KSPHQ are highly trained in evidence-informed counseling for suicide risk and other mental health concerns. Many counselors who answer the hotline have their own experiences related to mental health or suicide and genuinely want to support those who are struggling.

## When Can I Call?

You can call the NSPL for any reason at any time. Help is available 24/7 & 365 days a year. Counselors talk to people who need to vent, had a bad day, need emotional support, are worried about a loved one, or who may be thinking about suicide.

## How Does It Help Me?

Counselors on the Lifeline are not advised to tell callers what they should or should not do about any specific situation. The role of crisis counselors is to provide unbiased, compassionate support for callers. In emergency situations, or when talking with youth, counselors may make suggestions for safety.

## Is It Free & Confidential?

Yes. The hotline services are free and confidential - you can share as much or as little information as you wish. In some cases, when it comes to immediate safety or imminent danger, the counselor may need to break confidentiality in order to connect emergency services to a person who is at risk.



**Kansas Suicide Prevention HQ**

→ **785-841-2345**

**Suicide and Crisis Lifeline**

→ **9-8-8**

