



What to Know When Calling LGBTQIA+ Hotlines

If you are LGBTQIA+ and need emergency counseling or support services, it can help to call a specialized hotline. **The Trevor Project** and the **Trans Lifeline**, detailed below, operate two national hotlines that are free, confidential, and serve LGBTQIA+ people.

The Trevor Project 866-488-7386

SMS: Text "START" to 678-678
Standard text message rates apply
Online Instant Messaging:
thetrevorproject.org/get-help-now

- **The Trevor Project's Crisis Intervention** services are **available 24/7**, with phone call, text, and online chat options.
- It is a hotline for **LGBTQIA+ youth 25 & under** to call if you are in suicidal crisis and need emergency counseling, or you just need a safe place to talk.
- Operators are specially trained to advise callers about **coping with grief and loss**.
- If you feel like you might harm yourself, operators will help you **make a safety plan**.
- Operators **will ask for your name**, but you *do not* need to tell them.
- Operators will do everything to support you in crisis **without calling local emergency services**, and will *only* call emergency services **as a last tool**.
- Operators **do not** have access to lists of **local resources**, but can help you search.
- **Operators are mandated reporters**, meaning they are legally required to report evidence of child abuse or neglect to appropriate authorities.

The Trans Lifeline 877-565-8860

View hotline hours and FAQs:
translifeline.org/hotline/

- **The Trans Lifeline** operates **Monday-Friday**. If you cannot place a call, operators will not keep you on hold, and you will have to call again.
- It is a **transgender-led hotline** with trans and nonbinary **peer operators** offering services for the trans and questioning community.
- The Trans Lifeline offers **emotional support for trans people** who are in crisis, are lonely, have questions about transitioning, or simply want to talk to another trans person.
- Operators are trained to work with **first-time callers** who have never called a hotline before.
- Operators can help you **make a safety plan** and **look up resources** in your area.
- Operators **will never call emergency services** unless the caller requests.
- Operators **do not know your name or location** unless you want to share, so they do not have enough information to call emergency services or for mandated reporting.

Uplift's Philly HopeLine

The **Philly HopeLine** is a free, confidential helpline staffed by Uplift Center for Grieving Children's Master's level clinicians. It is open to all youth and caregivers in the Philadelphia region. Call to sign up for grief groups, receive emotional or grief support, identify community resources, get on the list for an in-school grief group, make a referral of a youth or family, or request a training. Interpretation service is available for more than 100 languages.

Dial **833-PHL-HOPE (833-745-4673)** to speak to an Uplift clinician Monday - Thursday from 10 AM - 4 PM.

A tip sheet from

Uplift Center for Grieving Children

Office: 267-437-3123

Philly HopeLine: 833-745-4673

www.UpliftPhilly.org

    @upliftcenter