

Crisis support and management

Getting Live Help During a Crisis

Adults and teens 13+ | 10 to 15 minutes

If you may act on suicidal thoughts or cannot stay safe, call or text 988 in the U.S. Call 911 for immediate danger or a medical emergency. Elsewhere, use local crisis or emergency services. Get live help before completing this page; it is optional during supported planning.

Get live help first. Complete only what is useful with a helper; leave this page blank if writing would delay safety or care.

Say what is needed now

You can tell a helper, "I need help staying safe right now," or "I am struggling to explain; please ask one question at a time." Share urgent medical concerns and your current location when necessary for help.

Make connection easier

Identify a safe person or accessible service and the communication method you can use. Mention language, sensory, mobility, privacy, or transport needs. Ask the helper to explain the next step and stay connected while support is arranged.

1. What do you need a live helper to know first about safety or urgent medical needs?**2. Which person or service can you contact now, and by what accessible method?****3. What communication or practical support would make getting help easier?****4. What next step has the helper agreed with you, and who will remain involved?****Clinical use and adaptation**

Use only within live, individualized support after urgent needs are addressed. Assess risk and medical concerns directly; never use completion, a score, or a promise of safety as clearance. Explain confidentiality, emergency procedures, and local care options.