



If Someone Is in Crisis

It is possible that someone will join your support group meeting while they are in crisis. If that happens, don't panic. Here are some important next steps:

- If you are meeting virtually, shift to a private meeting space to speak to the person one-on-one.
- Maintain a list of local and national hotlines and resources to share as needed. Use pflag.org/hotlines to get started.
- Use the sample scripts included below:
 - Immediate danger: “If you’re in immediate danger, you need to call 911 to get help right away. If you don’t have a phone, contact a friend or family member that can call 911 for you.”
 - Suicidal thoughts: “Based on what you just shared; I encourage you to contact 988 Lifeline. You can dial 988 or access text and chat resources online. I encourage you to seek out those resources as soon as you can. Help is available.”
 - For transgender/nonbinary people experiencing a crisis: “I encourage you to contact the TransLifeline at (877) 565-8860, which is staffed by transgender people for transgender people. This is not a 24/7 hotline and information about their hours is available at translifeline.org/hotline.”
- Remember to take time for self-care after you interact with someone in crisis. It can be just as challenging and difficult to help someone as it can be to experience a crisis. Be gentle and seek support from peers and professionals as needed.



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