



FAQs ABOUT 988.

At **988**, we're here to help every Virginian with mental health challenges that come from everyday living. **Learn more:**

Q:

A:

What is 988?

This free service features trained counselors who can immediately assist with a variety of mental health issues ranging from feeling suicidal or depressed to loneliness or economic worries.



Q:

A:

Who can use 988?

Anyone who might need mental health support can call, text or chat via 988. This includes Virginians in any mental health crisis and their family, friends or support system.

Q:

A:

Does 988 feature TTY for the people who are hearing impaired?

Yes. For TTY Users: Use your preferred relay service or dial 711 then 988. We also offer 988 ASL Videophone for people who are deaf or hard of hearing.

Q:

A:

Is 988 a free service?

Yes, 988 is free and confidential. Each call is answered by a trained professional who can help with one-on-one counseling, support and resources.

Q:

A:

Is 988 open 24 hours a day?

Yes. The 988 service is staffed 24/7. There's always someone on the other end of the line who can help if you're in need of mental health counseling or emotional support.

TALKING POINTS

- **988** is not only for suicide-related calls.
- The people answering 988 are **trained** to assist in a crisis.
- Counselors at 988 will answer your needs **without judging** you.
- 988 can help **navigate** challenges whether the issue is large or small.

Free, confidential emotional support.

