



FAQs ABOUT 988.

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

Q: What is 988?

A: 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: Who can use 988?

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

A: 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: Is 988 a free service?

A: 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: Is 988 open 24 hours a day?

A: 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.

