

What happens when you **call** or **text 9-8-8**



1

You will get confirmation that you have reached 9-8-8.

2

You will be asked to select if you would like support in English or French.

3

Depending on jurisdiction*, additional options may be available to you:

- A. You will be asked to select if you would like specialized support for First Nations, Inuit and Métis.
- B. You will be asked if you are under 18 as there may be specialized youth support.

4

You will receive a privacy statement:

- A. **If you call:** you will be informed that the call may be monitored and recorded for quality and training purposes, and provided information on how you can access 9-8-8 Terms and Conditions online.
- B. **If you text:** you will be informed that a transcript of the text conversation may be saved.

5

You will receive a message that you are being routed to a responder.

6

You will receive a message that you are being routed to a responder.

** You may receive a message that you are being connected to your provincial service when connecting to 9-8-8 if you are located in Quebec, Prince Edward Island, Nova Scotia, New Brunswick, and Newfoundland and Labrador.*

**Call or Text:
(24/7)**

9-8-8

**Suicide Crisis
Helpline**

