

Global Mental Health Supports

Are you or someone you know in crisis? There are global mental health supports available and can be accessed at [HelpGuide.org](https://www.helpguide.org).

WHAT TO EXPECT WHEN CALLING A

HELPLINE: A helpline, hotline, or crisis line is a free telephone service offering support, comfort, and resources to those dealing with a mental or emotional health issue—or their loved ones. Many helplines offer different ways to connect with an operator—calling, texting, emailing, or messaging.

The person answering your call is usually a trained volunteer who's ready to listen, offer advice, suggest resources, or connect you to local services if you're in need of immediate help. In many cases, helpline callers find that simply talking through their problems with someone sympathetic is enough to provide relief.

ARE THERE COSTS INVOLVED?: Helplines do not charge for their services, and many use toll-free numbers. Calls from a mobile phone may incur regular phone or texting charges depending on your provider and phone plan.

WHAT TO EXPECT DURING A HELPLINE CALL: Your call experience will vary based on which helpline you call, why you're calling, and the urgency of your situation. In general, here's what to expect: In many cases, the first voice you hear on the helpline may be an automated one. If the service is having a busy time, the automated message will tell you to stay on the line until a worker is available. In other cases, the message may offer you additional choices, such as the option to switch languages. After the automated message, you'll be connected to a trained volunteer or counselor. Counselors may have more professional mental health experience, but volunteers are also trained to provide support and comfort. Some helplines offer peer support, linking you to someone who has experienced a similar situation as the one you're facing.

WHAT TO EXPECT FROM A HELPLINE WORKER: Whether you're calling on behalf of yourself or a loved one, you can expect a helpline worker to listen patiently and sympathetically. They will likely ask questions to better understand your situation or to help you process your emotions. They won't force you to disclose details you're not comfortable sharing, judge you, tell you what to do, or prescribe remedies, like medication. However, some will offer advice and intervention ideas, direct you to other resources, or help you make an action plan for what to do next.



For more information visit:
[WWW.MAGNAWELLNESS.CA](https://www.magnawellness.ca)

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