988: A Lifeline for Mental Health Crises

Everyone deserves access to the support they need when they need it, including mental health support. Anyone facing a mental health or substance use crisis can call or text 988 to be connected to the 988 Suicide & Crisis Lifeline. The line is staffed 24/7 by trained mental health professionals who provide free and confidential guidance and support. When someone contacts 988, they are typically directed to the closest crisis center based on their area code, where a trained counselor will listen, provide emotional support and connect them with helpful resources. If a local crisis center is unavailable, callers are connected to a backup location to ensure support is always accessible.

Reaching Out Can Make a Difference

Having concerns about your mental health is a common experience, and seeking support should be just as common. The simple three-digit number 988 was created to make mental health and crisis support easier to access. If you are feeling overwhelmed, struggling emotionally or unsure where to start, reaching out can help. It is never too early or too late to seek support. In the United States, the average amount of time between the onset of mental health symptoms and receiving a diagnosis is approximately eleven years. Seeking help early can lead to healthier outcomes and provide support before challenges become more severe.

Mental Health Support Saves Lives

Mental health challenges and crises can affect anyone, which is why resources like 988 are so important. Studies continue to show that lifelines and crisis hotlines are effective in helping people experiencing emotional distress, suicidal thoughts or mental health crises. Many individuals report that the support and intervention provided through hotline chat and phone services are helpful during difficult moments. Encouraging open conversations about mental health and reminding people that support is available can reduce stigma and help more individuals feel comfortable asking for help. If you or someone you know is struggling, do not hesitate to call or text 988 for compassionate, accessible support.

TELUS Health provides referrals to qualified mental health professionals that can help. Call TELUS Health at **800-245-1150** to speak to your designated Care Coordinator about your benefits and options for support.