



*meeting where you are.*

## **PFLAG Virtual Support Group Meetings: If Someone is in Crisis**

It is possible that someone will join your chapter's virtual support group meeting while in crisis. If that happens, don't panic. Here are some important next steps:

- Use the Zoom Breakout Room feature to speak to the person one-on-one. There is a [Zoom tutorial](#) available to help you do this.
- Maintain a list of local and national hotlines and resources to share as needed (e.g., emergency housing services, crisis and suicide hotlines, local mental health services, addiction services, etc.). Use [pflag.org/hotlines](http://pflag.org/hotlines) to get started.
- Use the sample scripts\* included below (adapted from [Q Chat Space, a program of CenterLink: The Community of LGBT Centers](#))
  - **Immediate danger:** If you're in immediate danger, you need to call 911 to get help right away. If you don't have a phone, contact a friend or family member that can call 911 for you. You could reach them by texting, or using Facebook, Twitter, Instagram or another social network.
  - **Suicidal thoughts:** Based on what you just shared, I encourage you to contact the National Suicide Prevention Hotline. You can chat online at <https://suicidepreventionlifeline.org/chat/>. You can also reach them by phone. Their number is (800) 273-TALK and their website is <http://www.suicidepreventionlifeline.org>. "I encourage you to seek out those resources as soon as you can. Help is available."
  - **For transgender/nonbinary people experiencing a crisis:** "I want to thank you for trusting me with that information. What you've said makes me concerned for you. I encourage you to contact the TransLifeline at (877) 565-8860. They are available 18 hours per day every day of the week. Their website, with the hours, is <https://www.translifeline.org/>. The hotline is staffed by transgender people for transgender people."
- Remember to take time for self-care after you interact with someone in crisis. It can be just as challenging and difficult to help someone as it can be to experience a crisis. Be gentle and seek support from peers and professionals as needed.

\*These sample scripts can be adapted as needed to refer individuals in crisis to the resources, from your list of local and national organizations, that are best suited to meet their immediate needs.