



WHAT TO KNOW WHEN CALLING LGBTQIA+ HOTLINES

If you are LGBTQIA+ and need emergency counseling or support services, calling a specialized hotline can help. **The Trevor Project Hotline** and the **Trans Lifeline**, detailed below, are two national hotlines.

THE TREVOR PROJECT

1-866-488-7386

SMS: TEXT "START" TO 678-678

Standard text message rates apply

ONLINE INSTANT MESSAGING:

THETREVORPROJECT.ORG/GET-HELP-NOW

THE TRANS LIFELINE

1-877-565-8860

**VIEW HOTLINE HOURS AND FAQs:
TRANSLIFELINE.ORG/HOTLINE/**

- **The Trevor Project Lifeline** is available **24/7**, with phone call, text, and online chat services.
- It is a hotline for **LGBTQIA+ youth 25 & under** to call if you are in suicidal crisis and need emergency counseling, or you just need a safe place to talk.
- Operators are specially trained to advise callers about coping with **grief and loss**.
- If you feel like you might harm yourself, operators will help you make a **safety plan**.
- **Operators will ask for your name**, but you *do not* need to tell them.
- Operators will do everything to support you in crisis **without calling local emergency services**, and will *only* call emergency services as a last tool.
- Operators *do not* have a list of **local resources**, but can help you search.
- Operators are **mandated reporters**, meaning they are legally required to report evidence of child abuse or neglect to appropriate authorities.
- **The Trans Lifeline** is available **24/7**. If you can't place a call, operators will not keep you on hold, and you will have to call again.
- It is a **transgender-led** hotline, offering services for the **trans and questioning community**.
- The Trans Lifeline Offers **emotional support** for trans people who are in crisis, are lonely, have **questions about transitioning**, or simply want to talk to another trans person.
- Operators are trained to work with **first-time callers** who have never called a hotline before.
- Operators can help you make a **safety plan** and **look up resources** in your area.
- Operators will **never** call emergency services unless the caller requests.
- Operators *do not* know your name or location unless you want to share, so **they do not have enough information** to call emergency services or for mandated reporting.

For more information about Uplift's Queer & Trans Youth Services or to request services, contact Uplift's Philly HopeLine, 1-833-PHL-HOPE (1-833-745-4673)

Monday– Thursday: 10 a.m.– 8 p.m.

Friday: 1– 4 p.m.

Closed federal holidays
& Uplift office closures

Hours with LGBTQIA+ clinicians:

Tuesdays 4 p.m.– 8 p.m.

Wednesdays 4 p.m.– 6 p.m.

Thursdays 4 p.m.– 6 p.m.

Hours with Spanish-speaking clinicians:

Mondays 10 a.m.– 1 p.m.

Fridays 1 p.m.– 4 p.m.

WWW.UPLIFTPHILLY.ORG