

988 number for suicide and crisis lifeline now available



988 is a new, easy-to-remember way to reach the National Suicide Prevention Lifeline (NSPL). It's confidential, free, and available 24/7/365. People calling or texting 988 will be connected to a trained crisis counselor.

Anyone can **call or text** 988 if they are experiencing:

- Thoughts of suicide.
- Mental health crisis.
- Substance use concerns.
- Emotional distress.

People can also call or text 988 if they are worried about a loved one who may need crisis support.

Washington state has three designated NSPL crisis centers that answer 988 calls — Crisis Connections, Frontier Behavioral Health, and Volunteers of America of Western Washington.

988 does not replace any crisis call centers in Washington state. It is an addition to the state's network of crisis center providers. The 10-digit NSPL number, 1-800-273-TALK (8255), will remain active along with 988.

Language and access options

Call services are available in Spanish, along with interpretation services in over 250 languages. Spanish speakers may reach the Spanish language line by pressing 2 after dialing 988. Text and chat services are available in English only.

Veterans and service members may reach the Veterans Crisis Line by pressing 1 after dialing 988.

People who are Deaf and Hard of Hearing should use their preferred relay service, or dial 711 then 988.

When to call CareLink (EAP), 988, or 911

CARELINK (EAP) offers five free counseling appointments, per instance, for **employees and their household members**. Your call will be answered 24/7/365, including weekends and holidays.

For CARELINK (EAP) support:

- Call CARELINK (EAP) at 866-598-3978.
- Inform the staff member that you need counseling and would like them to arrange the appointment for you. (You can take a list of counselors to call if you want, but do not have to.)
- **Make your request specific** and not general so you can access free sessions in the future if you would like.
- Provide any preferences that you have on the counselor that you would like to have an appointment with and make sure to let them know what insurance you have (in the case that you would like to see this provider beyond the five sessions).

Anyone can call/text 988 if they — or a loved one — need crisis support. 988 connects the caller/texter to a trained crisis counselor.

You can dial 988 for substance use concerns. However, in case of an overdose emergency, call 911 and administer naloxone. **Call 911 if you need emergency medical, fire, or police help.**

If you feel help is needed, don't wait — make a call. If you're not sure which number is the right number, it's OK to make your best guess.

Share 988 with friends and family

Calling/texting 988 could help save a life. Please share this new, easy-to-remember number with your friends and family. As an employee covered by CARELINK, you can also share the CARELINK phone number (866-598-3978) with your household members.

More information and resources

[National Suicide Prevention Lifeline \(988lifeline.org\)](https://www.988lifeline.org)

[988 Suicide & Crisis Lifeline \(SAMHSA\) and 988 Frequently Asked Questions \(SAMHSA\)](#)

[988 Suicide and Crisis Lifeline and 988 Fast Facts \(Washington State Department of Health\)](#)

[CARELINK Employee Assistance Program](#)

[University of Washington Employee Mental Health Support Program](#)

Sources:

Washington State EAP, 2022; CARELINK Employee Assistance Program, 2022