

Responding to Online Users in Crisis

The National Suicide Prevention Lifeline has partnered with several social networking sites (Facebook, Twitter, MySpace and YouTube) to improve their safety protocols. Through these partnerships, the Lifeline is able to work with these online safety teams to quickly and efficiently reach users in distress.

If you have encountered a direct threat of suicide or are concerned that someone might be suicidal, we encourage you to direct the user to call the Lifeline at 1-800-273-TALK (8255) or, if the user is in another country, to the [International Association for Suicide Prevention](#).

If the user is known to you, and contact information about the user can be provided, you can also reach out directly to the Lifeline at 1-800-273-TALK (8255) or your local law enforcement at 911.

If the user is not known to you, the following are ways to report your concerns on the individual sites:

Facebook:

If users on Facebook are in crisis, please report the item to Facebook [here](#). (This can also be found in Facebook under Help → Security → Sensitive Issues.) Once items are reported, Facebook will work with the Lifeline to have a counselor reach out to the user.

Twitter:

If users on Twitter are in crisis, you can report the item to @safety.

MySpace and YouTube:

If users are on MySpace or YouTube, the reporting feature can be found on the user's profile.

Please feel free to contact Nicky Yates at NYates@mhaofnyc.org with any comments or questions you may have about the Lifeline online suicide prevention protocol.