

Text Line Quick Sheet

- Respond within 15 minutes
 - Don't take calls
 - Make sure notes get into the red book (do not email)
 - Make sure gold sheets are marked
 - Make sure that files are made, when appropriate
 - Delete pictures and videos immediately
 - Create safety plans with people if they are in unsafe situations
 - If someone stops texting, don't text again (unless in unsafe situation, follow safety plan established)
 - Clarify and check for understanding throughout conversation
 - Follow the texters lead on use of slang or emojis
 - Only use phone for responding to crisis line texts
 - Give out your name, only if you are comfortable. Do not give out another advocate's name.
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Must be texted at **BEGINNING OF CONVERSATION:**

- **CONFIDENTIALITY:** Example: "I just want to let you know that this conversation is completely confidential, anything you say here will stay between us."
 - **LIMITS TO CONFIDENTIALITY:** Example: "Although is conversation is private and confidential, there are four reasons I would have to break your confidentiality- if there is suspected harm of a child or a vulnerable adult, or if I am concerned that you are going to hurt yourself or someone else. But I will let you know if I have these concerns before I call others for help. Does that make sense?"
 - **CHECK ON SAFETY:** Example: "Are you safe right now? Does texting feel safe?"
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Must be texted at **END OF CONVERSATION:**

- **HOURS** are 8am-11pm, if they text after 11pm, it won't be answered til the next morning. They can call 747-3370 or 1-800-478-6511 anytime. They can also text the national crisis text line, 24/7 at 800-486-7282.
 - **MULTIPLE TEXTERS:** Example: "Just want to let you know that if you text back at another time, you may be reaching another advocate. We are all here for you and glad when you text."
 - **DELETING MESSAGES:** Example: "Just so you know, messages on this device are deleted weekly on Fridays, so if you text again another day, these messages may not be saved."
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If a **CALL COMES IN ON CELL PHONE**

- Example: “I see that you just tried to call. This number is for text messages only. We would love to talk with you, if calling works better for you, please call 747-3370 or 1-800-478-6511, and an advocate is ready to chat. If you want to keep texting, I am here to keep texting.”

If in the **MIDDLE OF CONVERSATION DURING SHIFT CHANGE**

- Example: “It has been nice to text with you, but I am just finishing up my shift, and someone else will be responding soon. There will be a little break in us texting back so that I can check in with the next advocate.”

If not an emergency, but **CONVERSATION LASTS LONGER THAN AN HOUR**

- Example: “We have been texting for over an hour now, and I am going to have to go for right now. I am so glad you texted and we would love to hear from you again. You could call our office phone at 747-3370 or message this number again after a while. If you want to keep texting, I may just not be able to respond as quickly or often as I have been for the last hour.”

If **MULTIPLE TEXTERS TEXT AT ONCE**

- Example: “It is so nice to hear from you, I just want to let you know that there is another person texting right now, and I am fully present for both of you. It just may take me a little longer to respond to you. But I am here for you, and will respond as I can.”

If someone texts when you're **IN THE MIDDLE OF ANOTHER CONVERSATION**

- Example: “Thank you for your text, I am glad you have reached out. I am right in the middle of a conversation, but will be able to fully respond to your text in just a few minutes.”

If texter expresses concerns about **PARTNER FINDING TEXTS/TECH SAFETY:**

- Good idea to delete texts regularly
- See attached resource for more ideas about the specific thing the texter is afraid of

If texter is potentially describing **INCIDENTS OF CHILD HARM:**

- **Reminder of mandatory reporting**, example: “Although this is a confidential conversation, I am a mandatory reporter. If you text anything about a child being hurt or in danger, I am going to have to make a report to OCS.”

If messages indicate **TEXTER IS SUICIDAL:**

- Example: “The texts you are sending are seeming like you may be suicidal. Are you thinking of killing yourself? If you were going to kill yourself, do you have a plan for how you would do it?”

If there is an **IMMEDIATE RISK OF SUICIDE or HOMICIDE:**

- Example: “I am feeling really worried about you and you being safe. I would like to call for some help to make sure you are safe. Could I have your address?”

If texting someone in immediate danger, **CREATE SAFETY PLAN:**

- Example: “It seems like you are in a pretty unsafe situation right now, I may become worried if you stop responding. If you stop responding, would you like me to call or wait for you to reach out again or something else?”
- Example: “I am hearing that you may be unsafe right now, and I am so glad you are texting. Could we come up with a safe word that you send if you want me to call the police for you?”

If **PRANK CALLER:**

- Example: “The way you are texting, is seeming like you are not actually reaching out for support right now. This text line is specifically for people reaching out for support. I am going to stop responding now.”
- Example: “This is a text line for those needing support. The messages you are sending are inappropriate for this crisis text line. I am going to stop responding now.”

HOW TO BLOCK

- Go to “phone” icon.
 - Click three dots on top right of the screen.
 - Click “block numbers”.
 - Click “add a number” and enter the number you wish to block.
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