**Free Disaster Recovery Supportive Services**

Disaster Distress Helpline

1-800-985-5990

***Spanish-speakers*** can call the hotline and press “2” for 24/7 bilingual support.

The Disaster Distress Helpline, **1-800-985-5990**, is a 24/7, 365-day-a-year, national hotline dedicated to providing immediate crisis counseling for people who are experiencing emotional distress related to any natural or human-caused disaster. This toll-free, multilingual, and confidential crisis support service is available to all residents in the United States and its territories. Stress, anxiety, and other depression-like symptoms are common reactions after a disaster. Call or text **1-800-985-5990** to connect with a trained crisis counselor.

National Suicide Prevention Lifeline

1-800-273-8255

[Chat online with Lifeline](https://suicidepreventionlifeline.org/chat/)

Crisis Textline

Text TALK to 741741

Northern Valley Talk Line (NVTL)

Provides non-crisis peer to peer telephone service to the community 7 days a week from 11:30 am—9:30 pm.

### Toll Free: 855-582-5554

## **Free Counseling Services**

The **Disaster Distress Helpline** puts people in need of counseling on the path to recovery. Our staff members provide counseling and support before, during, and after disasters and refer people to local disaster-related resources for follow-up care and support. Since its launch in February 2012, the Disaster Distress Helpline has provided counseling and support in response to disasters such as Hurricane Sandy, the Boston Marathon bombing, the Ebola outbreak, and the Coronavirus pandemic.

The Disaster Distress Helpline is staffed by trained counselors from a network of crisis call centers located across the United States. These counselors provide:

* Crisis counseling for people in emotional distress related to any natural or human-caused disaster
* Information on how to recognize distress and its effects on individuals and families
* Tips for healthy coping
* Referrals to local crisis call centers for additional follow-up care and support

When you call or text, crisis counselors will listen to what’s on your mind with patience and without judgment. There is no need to give any identifying information when you contact the Disaster Distress Helpline. The counselor may ask you for some basic information at the end of the call, but these questions are optional and are intended to help SAMHSA keep track of the types of calls it receives.

## **Who Should Contact the Disaster Distress Helpline?**

This crisis support service is for anyone experiencing emotional distress related to disasters such as:

* [Tornadoes and Severe Storms](https://www.samhsa.gov/find-help/disaster-distress-helpline/disaster-types/tornadoes)
* [Hurricanes and Tropical Storms](https://www.samhsa.gov/find-help/disaster-distress-helpline/disaster-types/hurricanes-tropical-storms)
* [Floods](https://www.samhsa.gov/find-help/disaster-distress-helpline/disaster-types/floods)
* [Wildfires](https://www.samhsa.gov/find-help/disaster-distress-helpline/disaster-types/wildfires)
* [Earthquakes](https://www.samhsa.gov/find-help/disaster-distress-helpline/disaster-types/earthquakes)
* [Drought](https://www.samhsa.gov/find-help/disaster-distress-helpline/disaster-types/drought)
* [Incidents of Mass Violence](https://www.samhsa.gov/find-help/disaster-distress-helpline/disaster-types/incidents-mass-violence)

The Disaster Distress Helpline also answers calls and texts related to [infectious disease outbreaks (PDF | 165 KB)](https://store.samhsa.gov/product/Taking-Care-of-Your-Behavioral-Health-Tips-for-Social-Distancing-Quarantine-and-Isolation-During-an-Infectious-Disease-Outbreak/PEP20-01-01-007), such as the [Coronavirus pandemic](https://www.samhsa.gov/coronavirus), [incidents of community unrest](http://store.samhsa.gov/product/Coping-With-Grief-After-Community-Violence/SMA14-4888), and other traumatic events.

**Northern Valley Talk Line (NVTL)**  Additional InformationBased on the Recovery Model, the Northern Valley Talk Line (NVTL) provides non-crisis peer to peer telephone service to the community 7 days a week from 11:30 am—9:30 pm.

Someone to talk to when life presents challenges…

* Confidential
* Non-crisis
* Peer-to-peer support
* Empathetic listening
* County-wide resource referrals

Northern Valley Talk Line works in partnership with Butte County Department of Behavioral Health as well as Tehama County Health Service Agency, and is funded by the Mental Health Services Act (MHSA).

### Toll Free: 855-582-5554

*Talk Line does not accept calls from blocked numbers.*