

# How to assist when someone needs help

If someone needs help during a mental health, drug, or alcohol-related crisis—reach out



## Immediate Help

24/7

988

SUICIDE & CRISIS  
LIFELINE

Text or call **988** to talk to local crisis counselors

**Mobile Crisis Team Dispatch:** in-person help for people in crisis wherever they are in King County

**De-escalation and support:** trained counselors will provide phone support and connect to other resources

**Chat online 24/7:** [chat.988lifeline.org](https://chat.988lifeline.org)

**Call 911:** dial 911 when experiencing or witnessing physical harm, medical crisis, or a fire emergency

## Tips for Bystander Intervention

### Distract

Help diffuse the situation by distracting the person in crisis. Try talking to them or drawing their attention away from people by creating a commotion or making a sound.

### Delegate

Ask for assistance from those around you—security staff, coworkers, or bystanders.

### Consider if calling the police will help.

People from historically marginalized communities may express concern or experience distress when law enforcement is involved due to past experiences or systemic inequities.

### Document

If it is safe, write notes or take video and photos of the situation. This is most important if you are witnessing harassment as a bystander.

### Delay

If someone is being discriminated against or harassed, check in with them. Ask if they are okay, if they need help, or if they would you to call 988 for support and resources.

### Direct

If it is safe, speak up and directly to the person in crisis. If discrimination or harassment is taking place, speak clearly against the behavior. Prioritize safety and well-being over debate.

## Substance Use

24/7



recovery  
help line

Text or call **866-789-1511** for help with substance use

**Substance Use Support:** trained staff to find treatment resources, community services, and emotional support

## Essential Resources

9am - 5pm  
Monday - Friday



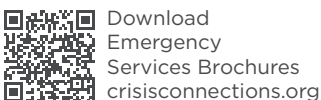
Call **211** for information and referrals

**Connect with basic needs providers:** trained staff will assess needs and will make vetted referrals, including food, housing, transportation, and healthcare

**Chat online 9am - 5pm | M-F:** [crisisconnections.org/211](https://crisisconnections.org/211)

**Self-search database 24/7:** [search.WA211.org](https://search.WA211.org)

**Walk-in help 24/7:** 11410 NE 122nd Way | Kirkland, WA 98034  
Independently operated by Connections Kirkland



Download  
Emergency  
Services Brochures  
[crisisconnections.org](https://crisisconnections.org)

