

# Disaster Distress Helpline

The Substance Abuse and Mental Health Services Administration (SAMHSA's) Disaster Distress Helpline provides 24/7, 365-day-a-year crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters.

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 **1-800-985-5990** or text **TalkWithUs to 66746** to connect with a trained crisis counselor.

## 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 \(link is external\)](#), the Boston Marathon bombing, and the Ebola outbreak. 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](#)
- [Hurricanes and Tropical Storms](#)
- [Floods](#)
- [Wildfires](#)
- [Earthquakes](#)
- [Drought](#)
- [Incidents of Mass Violence](#)

The Disaster Distress Helpline also answers calls and texts related to [infectious disease outbreaks](#), such as the Ebola outbreak, [incidents of community unrest](#), and other traumatic events. The impact of crises may affect people in different ways. Learn how to recognize the [warning signs and risk factors for emotional distress](#) related to natural and human-caused disasters. The Disaster Distress

Helpline is open to everyone. This includes survivors of disasters; loved ones of victims; first responders; rescue, recovery, and relief workers; clergy; and parents and caregivers. You may call for yourself or on behalf of someone else.

### **Call or Text**

Call **1-800-985-5990** or text **TalkWithUs to 66746** to connect with a trained crisis counselor. The Disaster Distress Helpline's **number 1-800-846-8517** is available to all hard of hearing and deaf people.

SAMHSA also has an interpretation service that connects callers with counselors in more than 150 languages. Call 1-800-985-5990 and press 2. For texting support in Spanish:

- People in the United States should text **Hablanos to 66746**.
- People in Puerto Rico or the U.S. Virgin Islands should text **Hablanos to 1-212-461-4635**.
- People in American Samoa, Guam, Palau, the Marshall Islands, the Northern Mariana Islands, and the Federated States of Micronesia should text **Hablanos to 1-206-430-1097**.

English speakers in U.S. territories text **TalkWithUs to 1-212-461-4635**.

Texting is subscription based and only involves a few steps:

1. Enroll in the service by texting **TalkWithUs** or **Hablanos** exactly as written. It's important to do this before sending your first text message because otherwise the enrollment may fail, and you will not be able to speak with a counselor, or you may accidentally subscribe to another service.
2. Look for confirmation that your subscription was successful. You will receive a **Success!** message if it was.
3. To unsubscribe, text **Stop** or **Unsubscribe to 66746** at any time. For help, text **Help to 66746**.

Standard text and data message rates will apply when texting from mobile phones. International text and data rates may apply from within U.S. territories and free association nations. SAMHSA will not sell your phone numbers to other parties.