

Safety Processes on Social Media

If you are worried about someone on social media, you can contact safety teams, who will reach out to connect the user with the help they need. *Note: Tumblr no longer directly responds to reports of suicide or self-harm.



Facebook has a specific location in their Help Center to report suicidal content:

<https://www.facebook.com/help/contact/305410456169423>



Twitter also has a link to a form in their Help Center to report suicidal content:

https://help.twitter.com/forms/report_self_harm



To report posts about suicide or self-harm on Instagram: Tap “...” below the post,

Tap Report Inappropriate,

Select: This Photo Puts People At Risk > Self-Harm.



To report a safety concern on SnapChat:

Press and hold on that Snapchatter's name and tap the gear button.

Then, tap 'Report' and reach out to Snapchat, and follow the prompts



To report suicide or self-harm on YouTube:

Click “More.”

Highlight and click “Report” in the drop-down menu.

Click “Harmful dangerous acts,” then “Suicide or self-injury.”

YouTube will review the video and may send a message to the uploader with the Lifeline number.



If you come across sensitive content on the Periscope app, report the broadcast directly through there. When watching a broadcast on iOS or Android, select the three dot symbol next to the comment field (Say something...) and tap the 'Report Broadcast' button. Once you have selected this, you will be prompted to select a reason for the report. The reasons you can select are 'Self-Harm,' 'Violence,' 'Sexual Content,' and 'Child Safety.'



THE EXCEPTION TO ALL RULES: IMMINENT RISK

Regardless of warning signs or risk factors, there may be posts, profile details, or comments that may indicate a need for immediate action outside of online resources.

Imminent risk is a term used to define a situation in which an individual is at immediate risk of harming themselves or another person.

To decide whether a person is at imminent risk of harming themselves or others, look for three distinct variables: plan (how), date/time (when) and/or place (where). If the individual identifies a specific method of suicide (the plan) and/or indicates a specific day or time in which they will carry out this method (the timeline), and/or states where he/she wishes to attempt suicide, then that individual is likely at imminent risk of suicide.

Examples of a community post from someone who may be at imminent risk:

- “I GIVE UP. Save your thoughts, I’m killing myself later tonight.”
- “I have no one, I’m completely done and I’m numb. I have NO purpose. I’m just wondering what is most efficient to end it, but I think I’m going to use my gun tonight because it should be painless. I’ll be home alone, so I have plenty of time to do it.”
- “I’m going to die by the end of tomorrow. I have a plan but I wanted to say goodbye to all of you before I do it.”

In situations where a person is perceived to be at imminent risk of harming themselves or others, it is imperative to connect that individual to emergency services or 911 for immediate assistance.

Important information to share with 911 or other emergency services should include:

- As much information as is possible about the person at risk (including name, current address or whereabouts, telephone number, or other mode of contact).
- The nature of the emergency, including information about what the person posted, behavior or actions about to be taken or in the process of being taken, how the caller learned about the emergency (what website, post, chat forum was found).
- You (or the caller’s) name, location, and relationship with the digital community.
- Any other information that may be relevant to the situation.

Source:

SUPPORT FOR SUICIDAL INDIVIDUALS ON SOCIAL AND DIGITAL MEDIA

https://suicidepreventionlifeline.org/wp-content/uploads/2018/09/lifeline_socialmedia_toolkit.pdf