

HOTLINES, CRISIS LINES AND WEBSITES

Most providers only deliver services on weekdays during business hours. However, there may be times when you need services unexpectedly.

Hotlines, crisis lines, and websites are available when you need information and counseling quickly or immediately. Become familiar with these resources so that you can quickly find help when needed but be aware of possible misinformation from providers. Just because information is in print, on the Internet or delivered by telephone doesn't automatically make it true. It is also important to keep your personal information private to prevent it from being abused.

What Are Hotlines?

Hotlines are usually toll-free telephone services that accept calls from anyone at any time or during certain hours. Hotlines are usually staffed by professionals who assist callers on specific topics. Callers' anonymity is usually assured.

Types of assistance provided by hotline listeners include:

- > **Information.** Hotline listeners should be up-to-date on new information in any area.
- > **Referrals.** Hotline listeners should be trained to provide referrals to providers.
- > **Counseling.** Many hotline listeners are trained to work with callers who are in need of immediate one-on-one counseling.

What Are Crisis Lines?

Like hotlines, crisis lines are usually toll-free telephone services that accept calls from anyone at any time or during certain hours. Crisis lines are usually staffed by certified professionals who know how to connect callers quickly with emergency aid or referrals. Callers' anonymity is usually assured.

Types of assistance provided by crisis line counselors/listeners include:

- > **Referrals.** Crisis line listeners should be trained to provide referrals to providers.
- > **Counseling.** Crisis line listeners are trained to work with callers who are in need of immediate one-on-one counseling.

What Are Websites?

Websites provide a vast range of information about HIV/AIDS that can be viewed by anyone with Internet access. Many providers offer websites that describe services offered. Become familiar with a provider by visiting their website. It can save you time and make it easier to access services. Websites are valuable resources for keeping up with up-to-date HIV/AIDS information. Websites also provide opportunities to connect with other people who share your issues and concerns.

Visit www.hivla.org for the most up-to-date Hotlines, Crisis Lines and Websites listing.

If delivery of hotline, crisis line and website services are not delivered appropriately, please contact OAPP's warmline @ (800) 260-8787.