

RESOURCES FOR COVID-19 MENTAL/EMOTIONAL SUPPORT

New York State-based helplines for COVID-19 mental/emotional support

NYC and Long Island

- 1-888-NYC-WELL (1-888-692-9355) this is a free, confidential 24/7 helpline available in English, Spanish, Mandarin, Cantonese and access to 200 additional translation services.

<https://www1.nyc.gov/site/doh/health/health-topics/nyc-well.page>

- The Long Island Crisis Center (HIV-specific) is operating both the English and the Spanish Hotlines.
 - English is 1-800-541-AIDS (2437)
 - Spanish is 1-800-233-SIDA (7432)
- The Long Island Crisis Center's crisis line is also in operation (non-HIV specific). They use a language contractor for non-English speakers.

Crisis & Suicide Hotline: If you or someone you know is in crisis or feeling suicidal, call our 24/7 hotline: (516) 679-1111.

Western and Central New York

- Erie County Department of Health COVID-19 information line
 - 8:00 am – 8:00 pm weekdays (716) 858-2929
 - Crisis Services of Western New York 24-hour hotlines with instant access to interpreters:
 - Buffalo & Erie County (716) 834-3131
 - Kids Helpline (716) 834-1144 or 1-877-KIDS-400
 - Chautauqua County Hotline 1-800-724-0461
 - Finger Lakes Region's 2-1-1/LIFE LINE offers
 - a 24-hour hotline and live chat Sundays and Saturdays 8:00 am – 11:00 pm EST
- To access these services, dial 211 (mobile) or (585) 275-5151 (rotary) or toll free at 1-877-356-9211
- Monroe County Coronavirus Hotline (585) 753-5555
 - University of Rochester Medicine COVID-19 support line 1-888-928-0011

Capital Region

- Crisis Text Line for NYS: New York State has partnered with Crisis Text Line, an anonymous texting service available 24/7. Starting a conversation is easy. Text GOT5 to 741741
- There is also mobile crisis line: Call (518) 549-6500. This line connects individuals to Capital District Primary Care (CDPC) and mental health services in the surrounding areas if needed.

National helplines that have COVID-19 specific services

SAMHSA's National Helpline – 1-800-662-HELP (4357)

SAMHSA's National Helpline is a free, confidential, 24/7, 365-day-a-year treatment referral and information service (in English and Spanish) for individuals and families facing mental and/or substance use disorders.

NAMI (National Alliance on Mental Illness) HelpLine

Monday – Friday, 10:00 am – 6:00 pm, EST at 1-800-950-6264