



Hope Is Not Canceled

Local crisis line to remain open during COVID-19 pandemic

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Lauren Foster
919-832-3326
director@hopeline-nc.org

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- Due to COVID-19 pandemic safety guidelines, many people are required to practice self-isolation and social distancing, which can be detrimental to mental health without support.
 - HopeLine is a crisis line and text line that offers caring, supportive, non-judgemental listening during times of crisis in North Carolina and across the country.
 - All HopeLine services are free and confidential.
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Raleigh, NC March 18, 2020 – During times of crisis, HopeLine has been there for individuals in our community since 1970. Now, more than ever, HopeLine is ready and able to support you during the COVID-19 pandemic.

As the days go by and the social restrictions get tighter, isolation can be a scary word for many people. HopeLine’s Executive Director, Lauren Foster, believes that the mental health toll that COVID-19 will have on our communities will be far reaching. Social isolation and loneliness are known indicators for many mental health challenges. To combat this, Lauren has taken measures for HopeLine staff and volunteers to work from home and has increased crisis line coverage in anticipation of the increased call and text volume.

The cure for social isolation is to remain connected despite being physically separated. That is where HopeLine is best able to help. One HopeLine caller said “While I may be alone, it makes a world of difference to know someone is there when I need to talk, HopeLine is like my family.” Many in-person services that individuals utilize for managing their mental health may be harder to access during self-isolation and social distancing procedures. All HopeLine services are offered over the phone, so there will be no disruption of services or availability during the COVID-19 pandemic.

Individuals who are separated from older family members can also enroll them in HopeLine’s Reassurance Program. This is a program specifically for elderly, home-bound folks who will receive a daily check-in phone call from our volunteers. For more information and to fill out an application, please visit <https://www.hopeline-nc.org/programs>

These are trying and anxiety provoking times for everyone but HopeLine is still there for you. You can reach HopeLine by calling or texting 919-231-4525 or 877-235-4525.

Above all else, remember that you aren't alone!

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HopeLine, Inc. is an independent volunteer organization originally founded by a group of concerned local citizens. In 1970, through local research, they determined that Wake County needed a confidential telephone service for people in crisis to call. In August 1970, HopeLine was established. Calls were first taken September 1, 1970, and we have been serving the community ever since!

HopeLine's mission is to support people and save lives during times of crisis through caring, confidential conversations.

We do this by providing the community with a free and confidential crisis and suicide prevention helpline that offers crisis intervention, supportive and non-judgmental active listening, gentle and understanding discussion of crisis resolution, and referrals to appropriate community resources.