

What Happens When I Call the Local Samaritans Crisis Line?

When you reach out to our Crisis Line, a Samaritans associate or volunteer (“befriender”) will answer the phone by saying, “*Cape Samaritans. How can I help you?*” With that simple phrase, your call has begun.

Depending on your comfort level, you can choose to share as much or as little as you like. You do not need to share your name or where you’re from when you call. Sometimes a befriender might ask if you’d like to share your name but you don’t have to answer or you can use a different name, if you prefer.

Befrienders practice non-judgmental active listening, and they will not judge your emotions or experiences. Instead, they will trust and value what you share. If you’re not sure where to start, a befriender may prompt you to explore what brought you to reach out.

Calls vary in length. You may end the call at any time. If the befriender needs to end the call, they will give you a warning and invite you to call back again in the future.

Your call to our crisis lines will be different than conversations with most other people as you will be doing almost all of the talking. The befriender might ask a few questions to encourage you to share more, but their primary role will be to listen to whatever you want to share, and to lighten some of the burden you are feeling. Befrienders do not offer solutions or opinions, but they may offer specific resources when requested.

You do not need to be feeling suicidal or in crisis to call our crisis lines. Many people contact us because they need someone to talk to. You can call us for any reason. We’re here to listen.

Samaritan volunteers are here to listen 24 hours a day, 7 days a week, 365 days a year. Call our local Crisis Line at (508) 548-8999 or reach us through the Suicide & Crisis Lifeline by dialing 988.

For more information, please contact us at crisisservices@capesaritans.org.



The Samaritans on Cape Cod and the Islands

13 Steeple Street, Mashpee, MA 02649

capesaritans.org | info@capesaritans.org | (508) 548-7999

Local Crisis Line: (508) 548-8900 | National Suicide & Crisis Lifeline: 988