

Support Line Mission

The Mission of the Vermont Support Line is to provide free anonymous, non-judgmental and safe support to anyone who calls.

Our Commitment

Using the “Intentional Peer Support” model we will:

- “Be with” people who are calling
- Respect each individual
- Listen openly and provide support without problem-solving
- Work to build a de-stigmatized support system

VERMONT SUPPORT LINE

(888) 604-6412

**3 pm—11 pm
7 days per week**

supportline@pathwaysvermont.org
www.pathwaysvermont.org/supportline.html

Need to talk?

We will listen.

In distress?

We care.

Need support?

We are here.

Want connection?

So do we!

Not sure who to call?

Call US and we will help.

 PathwaysVermont

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Who Can Call?

Anyone! If you need someone to talk to then we are here to listen and support you.

When Can I Call?

The Support Line's current hours of operation are from 3 pm to 11 pm.

We are open 7 days a week.

When Might I Call?

Someone might call the support line after a bad day at work, or a fight with their partner.

They might call when they are thinking of making some changes in their life, but aren't quite ready to talk to their family and friends.

They might call because they are feeling alone and really just need someone to talk to about how their day went.

We are here to talk to you for any reason you might want.

Who Staffs the Support Line?

The Vermont Support Line is staffed by a group of compassionate people who have been trained to listen and provide support in a non-judgmental and confidential manner .

All of our staff recognize that that they have experienced a broad range of struggles of their own and **are willing to be open about them.** Staff is not here to problem solve or judge you—they are here to listen openly, be supportive and learn and grow with you.



History of the Support Line

Support Lines have been around for quite a while. There have been a number of local support lines and “Warmlines” throughout Vermont for many years - some of which are still are operational.

The creation of **statewide** line was mandated by the Vermont State Legislature in 2012 under Act 79, after Tropical Storm Irene forced Vermont to reevaluate their Mental Health Care policy.

In 2012 Pathways Vermont began a **Warmline Development Project** to determine what it might look like. A lot of care was taken to talk to those who already had some experience in operating warmlines in Vermont. Staff traveled to multiple sites across the country to gather evidence, information and advice. The proposal was made to the State of Vermont at the beginning of the 2013 Legislative session.

In March 2013 we chose to rename our project the **Vermont Support Line**, in order to be more accessible to the community at-large.