

## Samaritans' services and resources

### For individuals

#### Emotional support services

Whatever you're going through, a Samaritan will face it with you. We're here 24 hours a day, 365 days a year.

**Phone:** Call free anytime on 116 123 (24 hours a day)

**Email:** [jo@samaritans.org](mailto:jo@samaritans.org)

Visit [samaritans.org](https://www.samaritans.org) for more ways to contact Samaritans.

#### Self-help app

Keep track of how you're feeling, and get recommendations for things you can do to help yourself cope, feel better and stay safe in a crisis

<https://www.samaritans.org/how-we-can-help/contact-samaritan/self-help/>

#### Online safety

A hub of online safety resources helping people to stay safe online when engaging with self-harm and suicide related content.

Reporting worrying content online: <https://www.samaritans.org/about-samaritans/research-policy/internet-suicide/online-safety-resources/if-you-see-worrying-content-online/>

Top tips for posting about suicide online safely: <https://www.samaritans.org/about-samaritans/research-policy/internet-suicide/online-safety-resources/how-talk-about-suicide-safely-online/>

Guidance on sharing your experiences of self-harm and suicide safely online and finding safe spaces for support: <https://www.samaritans.org/about-samaritans/research-policy/internet-suicide/online-safety-resources/how-talk-about-your-experiences-self-harm-and-suicidal-feelings-online-safely/>

Supporting someone online who might be struggling: <https://www.samaritans.org/about-samaritans/research-policy/internet-suicide/online-safety-resources/supporting-someone-online-who-might-be-risk-self-harm-or-suicide/>

### For parents

Guidance on talking to your child about self-harm and suicide content online:

<https://www.samaritans.org/about-samaritans/research-policy/internet-suicide/online-safety-resources/talking-to-your-child-about-self-harm-and-suicide-content-online/>

## For practitioners

Guidance for practitioners on having safe conversations with people about how they use the internet to seek support for self-harm and suicidal feelings: <https://www.samaritans.org/about-samaritans/research-policy/internet-suicide/guidance-for-practitioners/>

## For schools

### DEAL: Developing Emotional Awareness and Listening

DEAL is a free resource for teachers and other educational professionals designed to help develop resilience in young people.

<https://www.samaritans.org/how-we-can-help/schools/deal/>

### Step by step service

Step by Step is a Samaritans service that provides practical support to help schools prepare for and recover from a suspected or attempted suicide.

**More information on the service:** <https://www.samaritans.org/how-we-can-help/schools/step-step>

**Ways to get in touch:** <https://www.samaritans.org/how-we-can-help/schools/step-step/contact-step-step-team/>

## For media and communication professionals

### Samaritans' media advisory service

Practical advice for media on how to communicate about suicide responsibly

**Email:** [mediaadvice@samaritans.org](mailto:mediaadvice@samaritans.org)

**Phone:** 07483 028725

Media guidelines: <https://www.samaritans.org/about-samaritans/media-guidelines/>

Guidance on reporting on online harms: <https://www.samaritans.org/about-samaritans/media-guidelines/guidance-for-reporting-on-self-harm-and-suicide-content-online/>

Guidance on reporting on inquests: [Guidance for reporting on inquests for England, Wales and Ireland | Samaritans' media guidelines](#)

### Samaritans' online harms advisory service

Providing advice for platforms and professionals in responding to issues relating to self-harm and suicide content.

**Email:** [onlineharms@samaritans.org](mailto:onlineharms@samaritans.org)

Industry guidelines for sites and platforms on responding to self-harm and suicide content online in a safe and sensitive way: <https://www.samaritans.org/about-samaritans/research-policy/internet-suicide/guidelines-tech-industry/>