

Funding for this project
is made possible by
Lehigh and Northampton
Counties
MH/MR/D&A



What is Warmline?

Information for
Consumers



Warmline



Someone to listen,
Someone who cares

Warmline is a telephone service for Lehigh and Northampton County adults who are challenged by loneliness, confusion and other mental health concerns or who need information about available services. Information specialists offer callers someone to listen and care about their concerns and feelings.

An outreach program of Family and Counseling Services and affiliated with Contact USA, Warmline brings compassion, information and hope to people who reach out for its services.

Warmline



Why Do We Need Warmline?

Many mental health consumers have "been through the system" and know how many agencies are overwhelmed. Still, they want to be heard and understood.

Here at Warmline, we try to keep those lines of communication open through conversation - no advice or lectures.

Warmline



How Does Warmline Help?

Our staff is specially qualified to empathize with the particular problems that confront mental health consumers. We do not try to hide issues or change the way you feel. Instead we work with you one-on-one to provide information and skills to help you deal with your own circumstances.

How Does Warmline Work?

The overall purpose of Warmline is to listen, care about, inform, discuss issues, and sometimes to comfort callers.

Our goal is to respond to you before you reach a crisis point. We provide both information about and referrals to agencies in both Lehigh and Northampton counties.

Someone is available **24 hours a day, 7 days a week including all holidays.** You can call us anytime at **610-820-8451, or at 610-820-8549.** If you live *outside* the local calling area without long distance service, call collect. There is no fee for the service.

Warmline



Who Should Call?

Warmline specializes in the concerns of mental health consumers, their families and friends. However, we are also here for anyone and everyone who has a mental health concern, is confused about, or just plain doesn't know anything about mental health or where to get information.

We do not discriminate on the basis of age, race, religion, gender, or sexual orientation. We will not judge you on the basis of your diagnosis, treatment plan, mental history, or anything you need to talk about.

We do not ask you your name and all conversations remain confidential.

Remember, Warmline is a **24 hour phone service** that offers:

- 1) a safe, confidential place for all callers. We do not ask your name and all calls remain strictly confidential.
- 2) help with facts and feelings related to a concern
- 3) identification of possible problem areas and issues
- 4) exploration of available options
- 5) development of a plan of action

If you or someone you know needs this service, its here for you. Just call:

Warmline



610-820-8451
610-820-8549