

Audio file

[Settles 100 Call.wav](#)

Transcript

00:00:01

Voice Town national hotline how can I help you?

00:00:04

Hello. Hi.

00:00:08

I was given this by 988. Is this a warm one that will take any money in any state or age?

00:00:16

Well, yeah, we'll talk to anybody who's in emotional distress. Our main focus is teenagers and parenting, but we'll talk with anybody who needs help with what's going on.

00:00:21

OK.

00:00:26

OK.

00:00:28

I'm I'm just sad and I want someone to talk to and I live in Xxxxx, but all the Xxxxx warm ones don't take kids.

00:00:38

OK, yeah, I know where our line is. Definitely for young people that's that's our main focus. So you can definitely call here anytime.

00:00:47

How old are you?

00:00:47

OK.

00:00:48

OK.

00:00:49

I'm xx.

00:00:51

OK, what's going on?

00:00:55

I'm just sad and I don't have anybody to talk to, and my body hurts and I can't walk.

00:01:03

I just wanna talk to somebody to distract myself from being in pain.

00:01:10

OK. Are you at home right now?

00:01:13

Yeah, OK. Well, what, what causes your pain like? Did you have an injury or do you have, like, a a medical condition?

00:01:20

I don't know, it just started happening one day and.

00:01:24

How long ago?

00:01:26

The doctors won't figure it out like 2 years, but to not being able to walk is more recent. Everything's just been getting worse.

00:01:30

Ohh.

00:01:37

Yeah, that's gotta be really uncomfortable and really, uh discouraging. Like, do you? Do you get out, like to go to school and stuff or do you pretty much have to?

00:01:45

Stay at home.

00:01:47

No, I'm just laying in bed.

00:01:54

Yeah, it's got to be really difficult.

00:01:57

Who do you live with?

00:01:59

My mom and my dad and my little brother.

00:02:03

OK, my name is John. What's your first name?

00:02:07

My name.

00:02:09

And.

00:02:11

xxxx.

00:02:13

Ohh, I'm sure what was that?

00:02:16

xxxx open gotcha. OK.

00:02:17

Sure.

00:02:22

Are your parents home with you tonight?

00:02:25

Yeah, there have to go to sleep though.

00:02:29

Do they know that you were having a a particularly hard time tonight, xxxx?

00:02:33

Yeah.

00:02:35

They know that I always am, but they can't do anything about it.

00:02:41

Do you see someone regularly for like pain management or anything like that?

00:02:47

We're still working on doctors.

00:02:51

We just went the other day, but now they're telling me that I just need to go to a different doctor.

00:02:57

It's just it just keeps happening.

00:03:00

Oh, that's got to be really frustrating.

00:03:04

Yeah.

00:03:12

Is there anything else going on like tonight besides just your, you know, physical distress that has you?

00:03:20

Do you need support?

00:03:24

No, I understand. I don't have anybody to talk to or anything to do.

00:03:27

Yeah.

00:03:32

When was the last time you were able to get any rest?

00:03:37

Today's on sleep, a lot of today, mostly schedules messed up. I don't really even have a sleep schedule. I just sleep whenever my body likes me.

00:03:49

Now randomly falls asleep and then sometimes I'll wake up and it'll be the next day.

00:03:56

And it's scary cause all the time goes and I don't know where. It doesn't even feel like 15 minutes. I'll still be just as tired.

00:04:09

That's got to be really exhausting.

00:04:12

Oh.

00:04:16

When is the next time you're going to be seeing someone or have an appointment to try to figure out what's going on?

00:04:22

On Thursday, we have to go to a psychiatrist so they can tell me if I can take a pain Med.

00:04:32

It was another one that I have.

00:04:43

Well, hopefully they'll be able to to get something figured out because it sounds like you've been dealing this with this for.

00:04:43

That's it.

00:04:50

For a long time and it's been really difficult.

00:04:54

Yeah.

00:04:58

And are you having any thoughts to suicide right now because of?

00:05:00

What you're going through?

00:05:03

Yeah, it's always in the back of my head, but I can't do it. I have the plan too, but I can't do it cause I can't move.

00:05:08

OK.

00:05:13

What would your plan be?

00:05:15

It's over now, so they don't get hit by cars.

00:05:19

Oh goodness.

00:05:21

I'm glad you haven't. You know, done that or don't be able to have you ever attempted to end your life.

00:05:28

What?

00:05:28

Have you ever attempted to end your life before?

00:05:30

Or.

00:05:31

Yeah.

00:05:32

What was the most recent time?

00:05:36

I don't remember a couple years ago when I could like, walk well.

00:05:42

Well, I'm glad you haven't tried anything since then. Did you get help with that when you when that happened?

00:05:49

There you go.

00:05:50

OK. Are are you, are you going to be safe from a suicide tonight, xxxx?

00:05:56

Yeah, I can't do it. Like I said, I can't move.

00:06:04

But I wish I could move so I could do it.

00:06:08

Well, I'm glad you know that you called us and are talking through things. That was the right thing to do.

00:06:15

Yeah.

00:06:19

You know, you know, you, you kind of were asking about the purposes of our line, you know, because of your age, you know, you can call and get support when you need to. So you know, if you're feeling that way suicidal or just an emotional distress, do you think you could always make sure to give us a call before you act?

00:06:41

Those thoughts?

00:06:43

Yeah.

00:06:44

OK, well, I'm glad to hear that. I'm glad you got our number.

00:06:51

What usually helps you kind of get through these difficult nights.

00:06:58

And just lay in it called 988.

00:07:04

Yeah, I did. You already call them tonight.

00:07:07

Yeah, that's how I got to.

00:07:11

OK. Yeah, I'm glad they gave you our number cause.

00:07:14

It's definitely, you know, we're here for people your age, so.

00:07:20

Where someone you call, we also have a texting service. The texting is an open 24/7. It closes from like 1:00 AM Central to 7:00 AM central, but our phone lines are always available. OK.

00:07:32

OK. Thank you.

00:07:33

I know you're not. Yeah, I know you're not a lot of pain and maybe unable to move too much. Are you able to write something down or or not?

00:07:43

I can't move somewhere here right now, but like I can write, yeah.

00:07:49

Can you put something like in your notes on your phone?

00:07:53

Yeah.

00:07:54

OK, I want to give you information about our website that we have. It's called yourlifeyourvoice.org, but you can get there just by using the first letters of all those words. So if you put in your notes YLY v.org.

00:08:14

That's for your life, your voice YLY v.org. OK.

00:08:19

OK, I got it.

00:08:20

Or you get a chance to go to that website, go to the site and on the home page one of the links says tips and tools. Hit that link and it'll take you to a lot of articles and resources and coping strategies and ways to to manage what you're going through, OK.

00:08:37

OK.

00:08:38

Yeah. Do you think you can do that sometime?

00:08:41

OK, I'm doing it right now.

00:08:44

OK. Are you going on your phone?

00:08:46

Yeah.

00:08:47

You know how I said on the home page it would say tips and tools.

00:08:54

Yes.

00:08:54

I think if you use your phone you might have to hit like the menu bar like like 3 white lines maybe or something like that. Does that make sense?

00:09:01

I see it, yeah.

00:09:02

You should hit that menu bar and and then you should be.

00:09:05

Able to see.

00:09:05

8000.

00:09:05

It OK. And then there's different categories of articles that you can look at to see what's useful. Can can you take some time to to look at that tonight?

00:09:17

Yeah.

00:09:18

OK. And what what else can you do after our call to take care of yourself, xxxx?

00:09:24

Select.

00:09:26

I know you said it's difficult to to sleep. Is there anything that does help with that? Like I'm listening to music or some white noise or anything?

00:09:37

I oversleep so it's hard to get back to sleep. Yeah, and when I do fall asleep, I don't even realize what I do.

00:09:48

OK. So do you think you can take the time to?

00:09:52

To look over that website a bit and see what articles up there are useful for you.

00:09:57

I am right now I just don't know what to look for, what to do.

00:09:59

OK.

00:10:00

Want.

00:10:04

Well, you can look into the coping skills section or the UM.

00:10:08

Anxiety section or motivation section. Just you know, finding like the areas that you think can be helpful. And I wanted to ask you and would you like us to call you back in a couple of days and see how you're doing?

00:10:22

Yeah. No, I don't know. No cause if I can call them now.

00:10:23

OK.

00:10:26

What was that?

00:10:27

Problem was.

00:10:32

Yeah, I mean, you can call anytime, but we could, we could also call and check on you if you wanted us to. It's up to you. Would you like us to or not?

00:10:37

I just don't.

00:10:39

Know because I might not answer my phone. OK, sometimes I'm asleep because I don't have a sleep schedule. I sleep for an hour and then I'm up for two hours and then I sleep for another hour. It's like there's no like pattern. I just.

00:10:58

Whatever.

00:10:59

OK, we'll definitely know the time you can call us anytime then, OK.

00:11:04

OK.

00:11:05

Alright, look over those articles. See. See what's useful for you? There's information up there about our texting service. It is closed for the night tonight. But you know, like I said, it opens. Where? Where are you calling from?

00:11:20

What's the date?

00:11:22

So is it like, UM, uh?

00:11:24

It is 11:28 PM.

00:11:27

So let's say it's 11:30. So in your time zone that texting service is going to be closed from 11:00 PM to 5:00 AM, OK.

00:11:39

Just remember, if you ever want to text from us, it's available except for 11:00 PM to 5:00 AM OK.

00:11:45

Alright, alright. You check out the the articles, see what's useful? Give us a call when you need to and you know, maybe check out the texting service when you get a chance to. OK.

00:11:57

OK.

00:11:57

Alright. Bye xxxx.

00:12:00

Close.