

HOW OUR HOTLINE HELPS

Hotline Number: 630-469-5650

The Family Shelter Service of Metropolitan DuPage's hotline provides a confidential lifeline for someone to gain knowledge, support, and validation regarding the domestic abuse they or a loved one has experienced.

A hotline counselor works with each caller's specific situation and assists in providing options that are unique to that caller. Safety is assessed and addressed to develop a plan that the survivor feels comfortable in carrying out. Not only can callers access linkage to our other services, but receives a compassionate, listening ear to provide the support that they may have not received before from any other source.

WHY SHOULD YOU CALL FAMILY SHELTER SERVICE OF METROPOLITAN DUPAGE'S 24/7 HOTLINE?

- * You want to talk about your situation with someone who understands, or
- * You want to learn more about services and how to obtain information and help.

A CONFIDENTIAL HOTLINE COUNSELOR WILL PROVIDE A CONFIDENTIAL ENVIRONMENT TO:

- * Listen to you
- * Determine if Family Shelter Service programs meet your needs
- * Refer you to other programs/services within DuPage County that can be of help
- * Provide information about Family Shelter Service's programs
- * Provide information about safety planning
- * Conduct an intake and arrange temporary shelter

"I like knowing there is somebody I can call at any time."

- A victim of domestic abuse

