

Samaritans' referral service

If you encounter someone in need of emotional support, you can arrange a call with Samaritans on their behalf. This might be for:

- A suicidal person who is in a place of safety with you.
- Someone who isn't suicidal now, but who you feel may need some emotional support that day or later in the week.
- Those affected by a death on the railway, such as family, friends or rail staff.



SAMARITANS

A registered charity



Making a referral

- **Get the person's permission**, a desired call back time slot and their phone number.
- **Call Samaritans' BTP referral line on 0300 303 9111** and tell the volunteer who answers that you wish to make a 'BTP referral'.
- **Provide the person's details:** name, phone number and desired date and time slot (eg 21 April, 3-4pm)*.
- **Please email your name**, police number, home station/dept and referral date **ONLY** to:
btpreferrals@samaritans.org

* All caller information is confidential to Samaritans, with some exceptions.
Please see samaritans.org for details.