



## **Hubbard House Textline**

Thank you for your continued partnership and passion for serving survivors of domestic violence! Hubbard House has launched a new Textline, which allows survivors to reach out 24/7 in a more discreet way, if it is not safe to make a call to our Hotline.

**Textline: (904)210-3698**

**Hotline: (904)354-3114**

Here is the basic information to know, as you spread awareness of this new resource:

- The Textline and Hotline are answered 24/7 by trained advocates, who provide free and confidential help to survivors of domestic violence. Survivors do not have to provide their names or identifying information to get help.
- Survivors can choose the method they prefer to communicate.
- The initial message can include anything the survivor is comfortable saying. That could be the survivor specifically requesting help, the survivor wanting to talk through their situation, or any other way they would like to start the conversation.

### **Safety measures**

An abuser may be able to hear a phone call the survivor makes to our Hotline, so the Textline is a more discreet option. Hubbard House recommends several tech safety measures

- Use a device the abuser doesn't know about or have access to, like a prepaid cellphone.
- Consider if the device is linked to any other devices. If there is a link, it could allow the abuser to monitor the text exchange in real time.
- Delete text messages when the conversation is done (and for calls to the Hotline, delete the call from the call log).
- Store the Textline and Hotline numbers under a person's name, NOT under "Hubbard House".

Even with these precautions, a phone bill may show the numbers that each device is communicating with, so survivors should take that in to consideration.

### **How you can help**

Spreading awareness of these resources is incredibly important. Use the Hubbard House "Toolkit" available here: <https://www.hubbardhouse.org/toolkit>. Also, consider posting on social media, keeping fliers with you, and more.

If you have any questions, or you would like Hubbard House staff to provide free training/education for your organization, please contact Community Education Coordinator Stephanie Brown at [education@hubbardhouse.org](mailto:education@hubbardhouse.org).