



text about it

text CCSP
50808

Carlow College, St. Patrick's (CCSP) continues its partnership with 'text about it 50808' to provide mental health support for our students

What is 'text about it'?

50808 is a free 24/7 text service, providing everything from a calming chat to immediate support for people going through a mental health or emotional crisis - big or small. From breakups or bullying, to anxiety, depression and suicidal feelings, Crisis Volunteers are available 24/7 for text conversations.

What is the aim of 'text about it'?

To provide immediate support in the short term and connect people to resources that will help them in the future.

How do I contact 'text about it'?

Text **CCSP** to **50808** to start a conversation, any time – day or night.

If your '50808' short code does not work, please text HELLO to 0861800280 (standard message rates may apply). Some smaller networks do not support short codes like '50808'.

Do I need help?

If you are experiencing a personal crisis, are unable to cope and need support text **CCSP** to **50808**. If your life is at imminent risk, call 999 for emergency help. '50808' can help with urgent issues such as:

- Suicidal thoughts
- Self-harm
- Anxiety, panic or stress
- Depression or sadness
- Isolation or loneliness
- Relationship challenges
- Abuse or assault
- Racism, homophobia, transphobia or any type of discrimination
- Bullying

How does 'text about it' work?

'50808' provides a safe space where a trained Crisis Volunteer listens to you. The Crisis Volunteer will introduce themselves, reflect on what you have said, and invite you to share at your own pace. You will text back and forth, only sharing what you feel comfortable talking about. By asking questions, listening to you and responding with support, they will help you sort through your feelings until you both feel you are now in a calm, safe place.

You might be provided with some signposting to other services offered by partner organisations, so that you can continue to get support. The service is based on a tried and tested model of crisis support. Qualified mental health professionals work alongside Crisis Volunteers and monitor conversations 24/7.

- If at any time you wish to end the conversation, you can text STOP and you won't receive any further texts.
- If the 50808 team believe you or someone else is at imminent risk, they will contact the emergency services to ensure your safety and it will be up to the emergency services to determine how and when they respond.
- It's not a one-way process: you won't be told what to do. You will need to work with the Volunteer to address your crisis and look to move forward.
- Crisis Volunteers don't provide clinical advice and the service does not provide therapy or long-term support.
- Volunteers aim to respond to texters as quickly as possible. When the service is really busy, wait times will be longer.
- For more information on the terms of service, please see 'text about it 50808' [texter privacy policy](#)

If you experience any technical issues in using the service, please refer to their [FAQ page](#) or get in touch at networksupport@text50808.ie (email monitored during office hours only).

Why has Carlow College St. Patrick's partnered with 'text about it 50808'?

- We want to extend the support options available to our students, particularly out-of-hours and at weekends when our counselling service is not available.
- Some students are not comfortable talking about issues that concern them in a face-to-face setting. CCSP 50808 offers an alternative way to seek support, which may be more comfortable.
- Partnering with 'text about it 50808' will allow Crisis Volunteers to signpost CCSP texters to our Student Counselling Service for further support.
- 'text about it 50808' will provide high level, anonymised data at the end of the year to our counselling service on the types of issues facing our students. This information will help our counselling service develop better supports for our students in the future.