

facebook

facebook

Current Procedure for Suicidal & Distressed Persons

Samaritans and Facebook

Contents

1 Reporting structure

2 How are reports dealt with?

3 Response for reporter

4 Response for suicidal person

5 External escalation

6 Samaritans: How they reach out

Report submitted to Facebook via Help Centre

Help Centre search Using keywords provided by Samaritans

▼ How do I help someone who has posted suicidal content on the site?

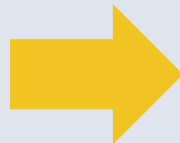
If you have encountered a direct threat of [suicide](#) on Facebook, please immediately contact law enforcement.

- For reports in the United States, we recommend that you contact the [National Suicide Prevention Lifeline](#), a 24/7 hotline, at 1-800-273-TALK (8255). If possible, please encourage the person who posted the content to contact Lifeline as well.
- For reports in the United Kingdom and Ireland, we recommend that you contact Samaritans at 08457 90 90 90 (UK), or 1850 60 90 90 (Republic of Ireland), or email jo@samaritans.org.
- For reports in Norway, we recommend that you encourage the person who posted the content to contact Kirkens SOS at <http://www.kirkens-sos.no/> or call 815 33 300.
- View a list of [suicide](#) prevention hotlines in other countries by visiting <http://www.befrienders.org> and choosing from the drop-down menu at the top of the page.

Learn about how to identify and respond to warning signs of suicidal behavior online at the following addresses:

- <http://www.suicidpreventionlifeline.org/GetHelp/WhatifSomeoneIKnowNeedsHelp.aspx>
- http://www.samaritans.org/your_emotional_health/worried_about_someone.aspx

Please also report suicidal content to Facebook by clicking [here](#).



Contact form to alert Facebook

Report suicidal content

IMPORTANT: You should contact law enforcement immediately if you see suicidal content on the site. A Facebook administrator will review your report and take any available action from our end.

Web address (URL) leading to the suicidal content:

Please copy and paste the web address (URL) leading to the page on Facebook where the suicidal content was posted

Date when the content was posted:

Day: ▾

Month: ▾

Year: ▾

Full name of the person who posted the content:

Please include the exact first and last name as it appears on Facebook

Web address (URL) leading to his/her profile or search listing:

Networks this person is in:

For example, the Stanford University educational network

Additional relevant information:

Submit

Cancel

How are reports dealt with?

Report suicidal content

IMPORTANT: You should contact law enforcement immediately if you see suicidal content on the site. A Facebook administrator will review your report and take any available action from our end.

Web address (URL) leading to the suicidal content:
Please copy and paste the web address (URL) leading to the page on Facebook where the suicidal content was posted

Date when the content was posted: Day: Month: Year:

Full name of the person who posted the content:
Please include the exact first and last name as it appears on Facebook

Web address (URL) leading to his/her profile or search listing:

Networks this person is in:
For example, the Stanford University educational network

Additional relevant information:

Tickets are routed into a priority queue. These queues are closely monitored by a group of experts at Facebook to ensure a quick turnaround time.

First response (to reporter) - automatic

When a person on Facebook submits the contact form to alert our team of experts about a distressed person on the site, they receive the following auto-response immediately.

Hi,

The Facebook Team has received your inquiry. We will review the reported material and get back to you soon. In the meantime, if you have encountered a direct threat of suicide on Facebook, please immediately contact law enforcement.

For reports in the United States or Canada, we also recommend that you or the user who posted the content contact the National Suicide Prevention Lifeline, a 24/7 hotline, at 1-800-273-TALK (8255). For reports in the UK and Ireland, we recommend that you encourage the user who posted the content to contact Samaritans on 08457 909090 (UK) or 1850 609090 (Ireland). For reports in Norway, we recommend that you encourage the user who posted the content to contact Kirkens SOS at www.kirkens-sos.no.

Lastly, you can view a list of suicide prevention hotlines in other countries by visiting www.befrienders.org and choosing from the dropdown menu at the top of the page.

Thanks for contacting Facebook,

The Facebook Team

Second response (reporter) – manual & regional

Once the report has been processed by the Facebook team, the reporting user receives the following message with information on how they and their friend can contact the Samaritans.

Hi,

Thank you for your report. We will review the information you have provided and may contact the appropriate authorities to follow up on this matter.

If you encounter a direct threat of suicide on Facebook, please immediately notify law enforcement or an organization that helps those at risk. For reports in the United Kingdom or Ireland, we recommend that you contact Samaritans at 08457 90 90 90 (UK) or 1850 60 90 90 (Republic of Ireland). If possible, you should also encourage the user who posted the content to contact Samaritans as well.

If you need to report suicidal content on Facebook in the future, please use the link below:

http://www.facebook.com/help/contact.php?show_form=suicidal_content

Once we receive your report, we will review the information and take the appropriate action. Please rest assured that these reports are kept confidential. Finally, remember that you should contact the authorities if you feel someone you know may be in danger.

Thanks for contacting Facebook,

The Facebook Team

Response – Distressed person

Once the report has been processed by the Facebook team, the distressed person using Facebook receives the following message with information on how they can contact the Samaritans if they need help. Information is held in strict confidentiality, so the user will not know who reported them.

Someone is concerned about your well being. Facebook has an agreement with Samaritans and we have sent them your email address so they can contact you within 12 hours. You can speak to them in confidence. You can find out more about Samaritans at www.samaritans.org

They can also be reached by email at jo@samaritans.org or by phone. In the UK dial 08457 90 90 90 or in the Republic of Ireland dial 1850 60 90 90.

Escalation

This relationship allows us to send the name & email address of the distressed person to Samaritans, so they can contact the Facebook user who needs help.

The following clause is present in our Privacy Policy, which allows us to share this information:

“To respond to legal requests and prevent harm. We may disclose information pursuant to subpoenas, court orders, or other requests (including criminal and civil matters) if we have a good faith belief that the response is required by law. This may include respecting requests from jurisdictions outside of the United States where we have a good faith belief that the response is required by law under the local laws in that jurisdiction, apply to users from that jurisdiction, and are consistent with generally accepted international standards. We may also share information when we have a good faith belief it is necessary to prevent fraud or other illegal activity, to prevent imminent bodily harm, or to protect ourselves and you from people violating our [Statement of Rights and Responsibilities](#). This may include sharing information with other companies, lawyers, courts or other government entities.”

Samaritans: How they reach out

Once Facebook provides the details of a distressed person to the Samaritans, they send an email to the person in question offering their assistance. This happens within 12 hours. This opens the lines of communication between a person who may be in need of help and the experts.



(c) 2009 Facebook, Inc. or its licensors. "Facebook" is a registered trademark of Facebook, Inc.. All rights reserved. 1.0