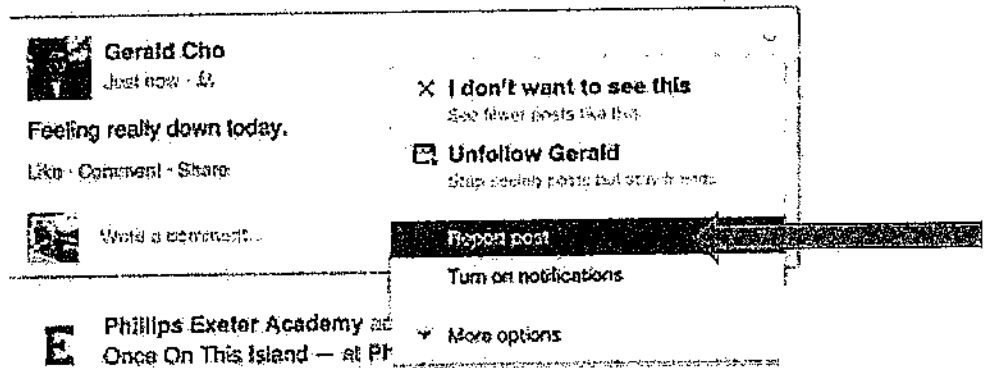


## **GUIDELINES FOR REPORTING SUICIDAL CONTENT ON SOCIAL MEDIA**

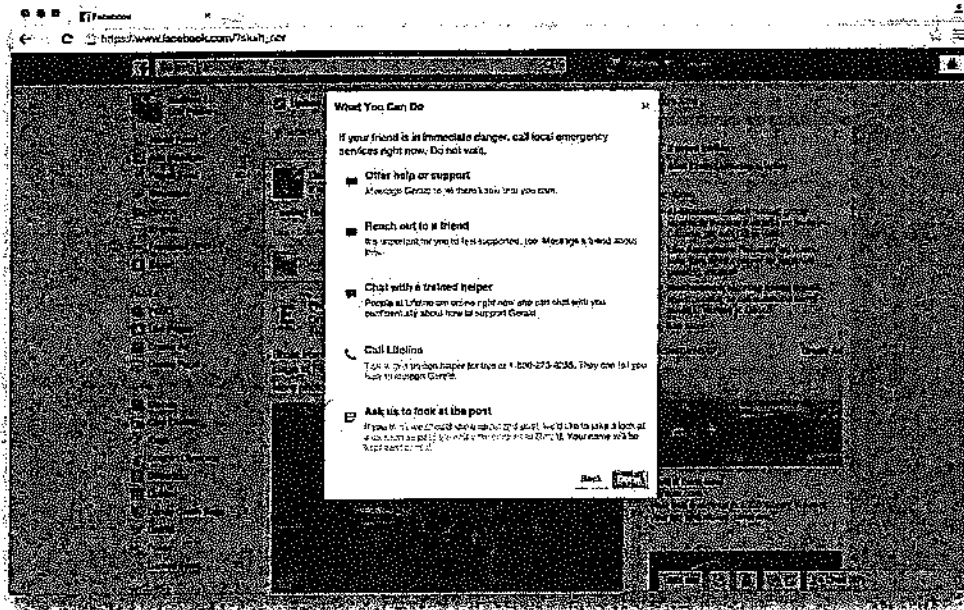
**Disclaimer:** Please take all threats of harm seriously and report immediate threats of harm to self or others to your local authorities by calling **911**. Be sure to provide all the information you have when reporting suicidal content or behavior. Remember if you see something, say something. If you hear something, say something. If you're worried about something or someone, say something. Talking directly about suicide does not encourage or increase the possibility of suicide, in fact it often diffuses it. **One conversation can save a life.** Our hotline is available 24/7 to provide emotional support, information and resources. Call 301.738.2255 or go to [CrisisChat.org](http://CrisisChat.org)

### **Facebook**

- 1) If you feel like a friend's post indicates suicidal behavior, click on the arrow in the top right hand corner and click "Report."



- 2) There, you'll be given the option to contact the friend who made the post, contact another friend for support, or contact a suicide helpline.



a. If you choose to call a suicide helpline, first you will hear a message telling you you've reached the helpline. Then a skilled, trained crisis will listen to you, understand your concerns, provide support, and share any resources that may be helpful.

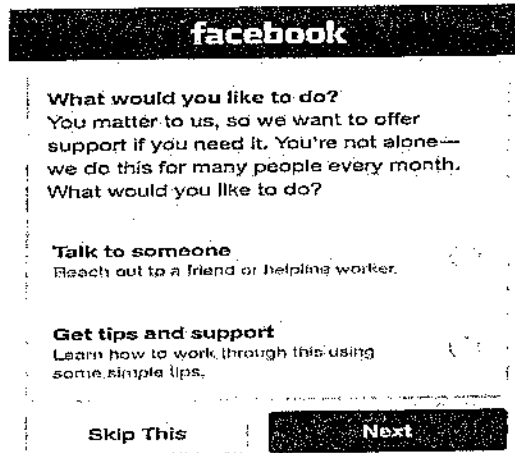
3) After that, the post will then come to the attention of Facebook's global community operations team, a group of hundreds of people around the world who monitor flagged posts 24 hours a day, seven days a week.

If Facebook feels like the post indicates distress, it will contact the person who posted it. That person will be greeted with the following pop ups when he or she next logs in:



## Facebook Continued...

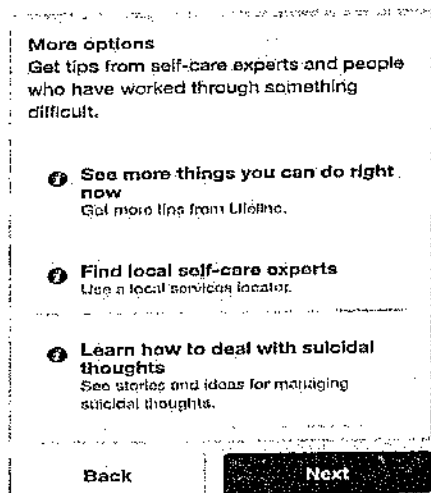
- 4) Then the reported user will see options to reach out to a friend or get tips and support:



- 5) If the reported user decides they'd like to talk to someone, they'll be prompted to call a friend, send a friend a Facebook message, or contact a suicide helpline. They can either call or message a suicide prevention expert. Facebook also provides videos that use true stories of people who have dealt with suicidal thoughts.

There's also a section that recommends simple relaxation techniques like baking, drawing, going for a walk or visiting a library.

Facebook will even help someone find a self-care expert.



## Instagram

If you know the person, you may consider sharing the contact information of a local helpline with them so they can get more information.

To report a post for self-harm or suicide:

1. Tap \*\*\* (iPhone and Windows Phone) or ⋮ (Android) below the post
2. Tap **Report Inappropriate**
3. Select **This photo puts people at risk > Self-harm**.

## Twitter

- 1) Go to <https://support.twitter.com/forms/general>
- 2) Click *Report Self Harm* and give description and contact information.

### **Report a problem to the support team.**

Fill us in on the details:

Regarding

Where are you experiencing this issue?

Subject

Description of problem

Security reminder: Do not include private information (address, home phone) in this request. Never include your password.

Your information

Full name

Twitter username @

Your email

This is the email we'll use to contact you. Enter your current address.

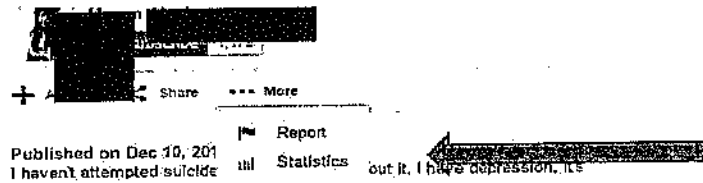
Phone number (optional)

- 3) After Twitter assesses a report of self-harm or suicide, they will contact the reported user and let him or her know that someone who cares about them identified that they might be at risk. They will provide the reported user with available online and hotline resources and encourage them to seek help.

## YouTube

- 1) If you come across content in which someone is suicidal or engaging in self-harm, please contact local authorities and flag the video to bring it to YouTube's immediate attention. YouTube reaches out to these individuals with resources and works with suicide prevention agencies to provide assistance when possible.

### My Story- Suicidal Thoughts



- 2) After you hit report, you will be prompted to select why you are reporting:

#### Report this video

What is the issue?\*

- Sexual content ?
- Violent or repulsive content ?
- Hateful or abusive content ?
- Harmful dangerous acts ?
- Child abuse ?
- Spam or misleading ?
- Infringes my rights ?
- Captions report (CVAA)

- 3) After you select harmful/dangerous acts you will be prompted to clarify further:

#### Report this video

What is the issue?\*

- Sexual content ?
  - Violent or repulsive content ?
  - Hateful or abusive content ?
  - Harmful dangerous acts ?
- Select one
- Select one
  - Pharmaceutical or drug abuse
  - Abuse of fire or explosives
  - Suicide or self injury
  - Other dangerous acts
  - Infringes my rights ?
  - Captions report (CVAA)

4) You'll then be asked to provide detail about your concerns before submitting:

**Report this video**

What is the issue?\*

- Sexual content ?
- Violent or repulsive content ?
- Hateful or abusive content ?
- Harmful dangerous acts ?

    Suicide or self injury ▾

Timestamp selected:

0 01

Please provide additional details about:

Harmful dangerous acts > Suicide or self injury

[Empty text input field]

500 characters remaining



## Tumblr

- You can report abuse by emailing [abuse@tumblr.com](mailto:abuse@tumblr.com). Include as much information as possible, including the URL of the Tumblr blog you are concerned about.
- While Tumblr cares deeply about the members of the community, they do not have the trained medical professionals or other resources necessary to directly respond to safety-threatening emergencies. If you are concerned for the safety of a Tumblr user, please contact an appropriate law enforcement official or other appropriate government resource as soon as possible. You can also make use of our [list of counseling and prevention resources](#) for self-harm issues.
- **Resource:**  
[https://www.tumblr.com/docs/en/https://www.tumblr.com/docs/en/counseling\\_prevention\\_resources](https://www.tumblr.com/docs/en/https://www.tumblr.com/docs/en/counseling_prevention_resources)

## Pinterest

Pinterest doesn't allow anything on their site that promotes self-harm, eating disorders, or hard drug abuse. If you come across Pins or comments expressing life threatening suicidal thoughts or self-harm, please get in touch with your local authorities and report the content to Pinterest. Even if the content doesn't seem life threatening, still report it to Pinterest and they'll get in touch with the person who posted it. All reports are anonymous—Pinterest will never tell someone who reported their content.

To report a Pinner:

- 1) Go to the persons profile
- 2) Click the gear menu, then Report
- 3) Pick the reason for your report
- 4) Confirm that you want to report

### Learn more about:

- Reporting a Pin
- **Reporting a Pinner**
- Reporting a comment
- What happens when you report something
- What happens if you're reported



**Arla R**

Community Specialist @ Pinterest. I like glittery thin travel-y things, things that taste good, and overuse #hashtags.  
📍 San Francisco

Unfollow  
Send profile  
Send message  
Report



To Report a Pin

- 1) Click the pin to see it close up
- 2) Click the flag button at the top of the pin
- 3) Pick the reason for your report and hit report pin