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### **HUBBARD HOUSE EXPANDS 24/7 DOMESTIC VIOLENCE HOTLINE SERVICES: SURVIVORS CAN NOW TEXT OR CALL FOR HELP, HOPE**

**JACKSONVILLE, Fla., April 10, 2020** – Today, Hubbard House announced that in addition to being available by phone, its 24/7 Domestic Violence Hotline services are now available through text messaging. Survivors can call (904) 354-3114 or text (904) 210-3698 to confidentially connect with an advocate and receive support, plan for safety, or access Hubbard House's life-saving and life-changing emergency shelter and services.

"We know that many survivors are currently isolated with their abusers, so calling the traditional Hubbard House Domestic Violence Hotline just isn't an option for them," explained Hubbard House CEO Dr. Gail Patin. "The 24/7 text option will allow survivors to reach out when they are safest, and in a discreet and potentially safer way."

To utilize the text messaging service, a survivor will text (904) 210-3698 with a conversation starter, like "I need help" or "I'm not sure if I need help." An advocate will reply, provide support and help the survivor assess available options, like staying in place with a safety plan or coming into the Hubbard House emergency shelter.

Safety is always a concern, so survivors who utilize Hubbard House's 24/7 Domestic Hotline, by telephone or text, are urged to exercise caution; for example, if a survivor decides to save either number to her or his phone, it's generally best to save the text number under a person's name. Survivors may also want to delete their text conversations with advocates to avoid having communications intercepted by an abuser.

"Text messaging provides Hubbard House with a new way to discreetly, anonymously and confidentially deliver help and hope to survivors," said Patin. "It will help them to connect with caring experts and receive the help they need when they need it most."

Last year, the Hubbard House 24/7 Domestic Violence Hotline answered more than 2,500 crisis calls from survivors living in its service area, Duval and Baker Counties. While established in response to the special situation created by COVID-19, Hubbard House considers the text option a permanent addition to its service offerings.

Hubbard House is a full-service certified domestic violence center providing prevention and intervention to domestic violence survivors and their families in Duval and Baker Counties in Northeast Florida. Hubbard House offers a 24-hour hotline, an emergency shelter, individual and group counseling, court advocacy, job and housing help, and more.

Hubbard House has been awarded the coveted Charity Navigator 4-star rating seven times for demonstrating strong financial health and commitment to accountability and transparency.

Individuals who are in an abusive relationship, or know someone who is, are urged to call (904) 354-3114 or text (904) 210-3698 to connect with Hubbard House's 24/7 Domestic Violence Hotline.

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