

I.A. HOTLINES

CDC NATIONAL STD AND AIDS HOTLINES
(800) 232-4636 or (800) 448-0440 / English
(800) 344-7432 / Spanish
(888) 480-3739 / TTY

Hours: Every day / 24 hours / English
Every day/8 am - 2 am / Spanish
Monday - Friday /10 am - 10 pm / TTY

Languages: English/Spanish/TTY

E-mail: [contactus@aidsinfo.nih.gov/](mailto:contactus@aidsinfo.nih.gov)

Website: www.aidsinfo.nih.gov

SERVICES PROVIDED:

The CDC National STD and AIDS Hotlines offer information, referrals and literature at no cost to the caller. Services are free and confidential and are available in English, Spanish and via TDD for the Deaf and Hard of Hearing. Group and classroom calls can be arranged by calling the toll-free numbers.

CENTER FOR INFORMATION AND CRISIS SERVICES, INC.,
CRISIS LINE / TEEN LINE / ELDER HELPLINE/ HOMELESS
2-1-1 or 561-383-1111

Hours: Every day/24 hours

Languages: AT&T Language Line

E-mail: 211@211pbtc.org

Website: www.211palmbeach.org

SERVICES PROVIDED:

Telephone counseling for people experiencing personal problems, emotional stress, and such emergencies as attempted suicide and drug overdoses. Trained volunteers and staff use active listening and non-directive counseling techniques. Provides information and referrals to people in need. When required, callers are also assisted by linking them with the appropriate agencies and/or providing advocacy to help them through the maze of services.

SUBSTANCE ABUSE HOTLINE
(800) 662-4357 or (800) 662-HELP

Hours: Every day/24 hours

Languages: English/Spanish

SERVICES PROVIDED:

Answers questions about drug abuse and advises about available treatment. Offers information on the AIDS virus and high-risk behavior. Call to request printed information.

**DRUG ABUSE IN THE WORKPLACE HOTLINE
(800) 967-5752**

Hours: Monday-Friday / 9 am - 5:30 pm
Languages: English/Spanish

SERVICES PROVIDED:

Assists employers to implement a drug-free work place. Technical assistance, mail-outs and resource referrals.

**FLORIDA HIV/AIDS HOTLINE
(800) 352-2437 or (800) FLA-AIDS/ English
(800) 545-7432 or (800) 545-SIDA / Spanish
(800) 243-7101 or (800) AIDS-101 / Creole
(888) 503-7118 / TTY**

Hours: Monday - Friday/8 am -9 pm; Saturday/10:30 am-6:30 pm
Languages: English/Spanish/Creole

SERVICES PROVIDED:

Counseling, information and referrals for HIV and related concerns for the general public, PLWH/A's, families and friends. Complete information and referral on AIDS; prevention information; counseling; crisis service over the phone. Refers to local resources in Palm Beach County.

**GAY AND LESBIAN NATIONAL HOTLINE
(888) 843-4564 or (888) THE-GLNH**

Hours: Monday - Friday: 4 pm - 12 pm; Saturday: 12pm - 5 pm
Languages: English
E-mail: glnh@glbtnationalhelpcenter.org
Website: www.gnlh.org

SERVICES PROVIDED:

Toll-free anonymous information, resources and peer-counseling services to the gay, lesbian, transgendered and bisexual communities. Also provides information to parents and others needing help or support.

**GLBT NATIONAL YOUTH TALKLINE
(800) 246-7743 OR (800) 246-PRIDE**

SERVICES PROVIDED:

Offers peer counseling, information and resources. Youth serving youth through age 25.

**MEDICARE HOTLINE
(800) 633-4227 OR (800) MEDICARE**

Hours: Every day / 24 hours
Languages: English/Spanish
Web: www.medicare.gov

SERVICES PROVIDED:
Answers inquiries from Medicare beneficiaries on Medicare coverage.

**PROJECT INFORM TREATMENT HOTLINE
(800) 822-7422**

Hours: Monday - Friday / 1 pm – 4pm
Languages: English/Spanish
Website: www.projectinform.org

SERVICES PROVIDED:
Care, treatment and information on the treatment of HIV/AIDS related diseases including Opportunistic Infections. The Hotline is staffed by volunteer operators (most of whom are HIV positive themselves). Also provides printed material including journals, various fact sheets, discussion papers, and a newsletter.