

## WHO OPERATES 2NDFLOOR®?

2NDFLOOR is a program of 180 Turning Lives Around, Inc., a non-profit, charitable organization in operation since 1976 and headquartered in Monmouth County, NJ.

The 2NDFLOOR youth helpline is staffed by trained professionals familiar with a myriad of young people's concerns. Staff and volunteers offer comfort, respect, empathy and guidance to callers. 2NDFLOOR staff encourages young people to seek further help within their families by talking to a parent, guardian or other relative. Our goal is to strengthen communication and mobilize support within their families. If for any reason, the young person believes he/she cannot reach out to someone in the family, resources are provided inside and outside the school system and community.

2NDFLOOR youth advisors provide input on the service and activities of the program. These youth advisors contribute to the development of surveys, website design and interactive message board.

2NDFLOOR partners with many youth serving organizations to promote the availability of the helpline to young people.

To learn how you can help, and for information about volunteering, visit the website at [2NDFLOOR.org](http://2NDFLOOR.org).

## SERVICES NOT PROVIDED BY 2NDFLOOR®

2NDFLOOR does not provide psychotherapy/professional counseling or access to assistance in a medical or other emergency. Parents are urged to seek professional evaluation and treatment for young people suffering from mental illness or for those that exhibit behaviors that would warrant evaluation and treatment. Parents should continue to instruct their children to call 911 or their local police in medical or other emergencies.

2NDFLOOR® is a service of:  
180 Turning Lives Around, Inc.  
[www.180nj.org](http://www.180nj.org) (732) 264-4111



**2NDFLOOR**  
**888-222-2228**  
YOUTH HELPLINE

**2NDFLOOR.ORG**

## **WHAT IS 2NDFLOOR®?**

2NDFLOOR is a youth helpline serving all youth and young adults in the state of New Jersey.

Youth who call our toll free helpline are assisted with their daily life challenges by professional staff and trained volunteers. Callers receive an understanding, non-judgmental and caring response which can ease their concerns, worries, and encourage them to make decisions that promote their safety and well-being. The helpline staff ensures that 2NDFLOOR is a reliable resource for youth to discuss whatever is on their minds.

Anonymity and confidentiality are assured except in life-threatening situations. When receiving such an emergency phone call, 2NDFLOOR staff will initiate emergency call-trace procedures (within the capability of currently available technology) for police intervention.

The 2NDFLOOR youth helpline incorporates an interactive web site, 2NDFLOOR.org, which features surveys and an interactive message board that allows young people the opportunity to raise issues and get answers online. This is often the first step to reaching out.

## **BENEFITS OF 2NDFLOOR®**

2NDFLOOR can be a bridge to better communication because youth do not always turn to their parents or other adults with a problem. Young people often call 2NDFLOOR to share a concern and "rehearse" what they might say to adults and peers in their lives.

By listening carefully to the needs and concerns of our callers, 2NDFLOOR can contribute to earlier intervention and improve the quality of their lives. Considering that youth are encouraged to voice their concerns to appropriate adults, better relationships are formed among parents, students, families, schools and everyone involved in the caller's life.

2NDFLOOR is meant to be a prevention tool before issues become a crisis. Our helpline offers a way to relieve some of the pressures and daily challenges that affect young people today.

## **WHAT ARE YOUTH CALLING ABOUT?**

Young people call 2NDFLOOR about various issues concerning peer and family relationships, bullying and substance abuse. They are able to problem solve and role play with the helpline staff in order to express and understand how they can tackle whatever challenges they are facing.

Our non-judgmental staff and trained volunteers practice "active/reflective" listening to help them resolve problems and conflicts.

## **SOME OF THE TOPICS RAISED BY CALLERS:**

- Evaluating daily choices
- Coping with the aftermath of divorce
- Experiencing racism
- Living with a disability
- Feeling sadness over the death of a loved one
- Fears about gang violence
- Concerns over bullying and peer pressure
- Issues related to sexuality
- Worries about family conflicts
- Problems in peer and dating relationships
- Questions about drug and alcohol abuse.