



Republic of the Philippines
Department of Education

Region XII
Schools Division Office of Tacurong City

September 24, 2026

DIVISION MEMORANDUM

SGOD-2026- 170

**DISSEMINATION AND PROMOTION OF LEARNERS PROTECTION HELPLINE
AND MENTAL HEALTH HOTLINES**

To:

Assistant Schools Division Superintendent
Division Chiefs
Cluster Heads
Public Elementary and Secondary School Heads
School Mental Health Program Coordinators
School Guidance Designates/Personnel
All Teaching and Non-Teaching Personnel
All Others Concerned

1. The Schools Division Office of Tacurong City recognizes the importance of promoting and protecting the mental health and overall well-being of learners and personnel. Access to appropriate mental health support and crisis intervention services is an essential component of a safe, supportive, and healthy school environment.
2. In this regard, all schools are hereby encouraged to **disseminate and prominently display available learners protection helpline and mental health hotlines** in school offices, guidance/care centers, clinics, faculty rooms, learner support areas, bulletin boards, official social media pages, and other appropriate platforms.
3. The following mental health support channels may be accessed by learners, parents/guardians, teaching and non-teaching personnel, and other members of the school community:

Service	Contact Information
DepEd Learners TeleSafe Contact Center Helpline	#33733 (#DEPED) 0945 -175 - 9777 weprotectlearners@deped.gov.ph
National Center for Mental Health (NCMH) Crisis Hotline 24/7	1553 – Nationwide 0917 – 899 – 8727 (USAP) (02) 7 – 989 – 8727 (USAP)
Hopeline Philippines 24/7 Suicide Prevention and Emotional Crisis Line	0917-558 – 4673 0918-873 – 4673 (02) 8804 – 4673
RO XII Learners Helpline 24/7	learnershelpline.ro12@deped.gov.ph 0934 – 564 – 8242



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CSWD Crisis Intervention Center for Women & Children Helpline	0953 - 067 - 3831
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4. School heads and School Mental Health Program personnel are encouraged to ensure that the information is **visible, accessible, and regularly shared** with the school community. Personnel are likewise reminded to observe appropriate confidentiality, referral, and safeguarding procedures when assisting individuals who seek mental health support.
5. In cases of **immediate danger or an emergency**, the concerned individual should be assisted in accessing the appropriate emergency medical or emergency response services while ensuring that the person is not left alone.
6. All School Mental Health Program Coordinators and Guidance Designates are requested to coordinate with the School Health and Nutrition Section for appropriate mental health promotion, referral, and psychosocial support activities.
7. Immediate and wide dissemination of this Memorandum is desired.

CARLOS G. SUSARNO, Ph.D., CESO VI
Assistant Schools Division Superintendent
Officer-in-Charge
Office of the Schools Division Superintendent