



# You're Not Alone



**Stressed out? Lonely? Experiencing bullying or abuse? Feeling anxious or sad? Worried about a friend?**

Young people from all over Canada reach out to Kids Help Phone in different ways when they don't know who to talk to. We offer free, professional, anonymous and confidential counselling, in English and French, 24 hours a day, seven days a week.

## COUNSELLING

Think of counselling as a conversation with someone whom you can trust who won't judge you, wants to help and knows a lot about the kinds of challenges young people face.

We all need support at one time or another. A counsellor can help you explore your options — you'll decide what's best for you.

... There is no problem too big or too small. The call is about you, so if it's important to you, it's important to us.

## CONNECT WITH KIDS HELP PHONE

If you need one-on-one time with someone who gets what's going on in your life, you can connect anonymously with Kids Help Phone. Our counsellors are available 24 hours a day, seven days a week to support you with whatever you're going through.



**CALL** Kids Help Phone at 1-800-668-6868.



**LIVE CHAT** at KidsHelpPhone.ca.



**DOWNLOAD THE ALWAYS THERE APP** to chat for free on your iOS or Android device.



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## OUR COUNSELLORS:

- listen to you
- help you express yourself and your feelings
- help you see a problem more clearly and come up with options
- won't judge you and will always respect your privacy
- can refer you to helpful resources where you live

We all need support at one time or another. A counsellor can help you explore your options — you'll decide what's best for you.



## COMMON QUESTIONS

*"If I call, will the number show up on my phone bill?"*

It depends. If you call from a cellphone, the number may show up on your bill, but it won't if you call us from a landline.

*"Does it cost me minutes to call from my cellphone?"*

Your call may use up cellphone minutes — it depends on your service provider.

*"My problem's not that huge. Should I just keep it to myself?"*

There is no problem too big or too small. The call is about you, so if it's important to you, it's important to us.

## SOME IMPORTANT THINGS:

- We don't trace calls or track IP addresses.
- You never have to give us your name or any other identifying information (such as the name of your school or your phone number).
- You don't have to have an emergency to get in touch — you can contact us for any reason.

## WHAT HAPPENS WHEN I CALL?

First, you'll hear an automated message: "Hi! Welcome to Kids Help Phone." Then, you can choose to speak with a counsellor in either English or French.

Next comes a message about prank calls. We need to keep the lines free for young people who need to connect with us.

Once you get through, a counsellor will ask how they can help you. It's OK if you don't know what to say. You get to decide what you want to share.



If you're a young person who's struggling with a problem, big or small, you can always contact Kids Help Phone. We're free, anonymous, confidential and available 24/7.

**1-800-668-6868**

**KidsHelpPhone.ca**

Download our free chat app.