

CRISIS TEXT LINE |

powered by

Kids Help Phone 

BACKGROUND

How to Reach Support Through Canada's First National Texting Service

Confidential support for young people across Canada is just a text away with the national rollout of ***Crisis Text Line powered by Kids Help Phone*** – Canada's first national texting service. The national rollout follows a successful service test in Manitoba and select provinces. A partnership with Canada Health Infoway is making national availability of the 24/7 confidential texting service, in both French and English, possible.

Here's how young people across Canada can reach out for the support they need, when they need it most, through texting.

1. Text **TALK to 686868** to reach an English-speaking Crisis Responder or **TEXTO to 686868** to reach a French-speaking Crisis Responder on any text/SMS enabled cell phone.
2. Users receive an automated Kids Help Phone message providing details on its Privacy Policy and duty to report.
3. A connection is made with a trained, volunteer Crisis Responder who can read and respond to text messages.
4. A texting conversation begins.
5. The volunteer Crisis Responder is trained to help bring an individual from a hot moment to a cool calm.
6. The texter's phone number is not visible and all information shared with the Crisis Responder remains confidential unless it is necessary to call emergency services or child welfare.
7. At any time, the user can type **STOP** or **ARRÊT** and no further communication with the Crisis Responder will take place.
8. There is no charge for sending or receiving texts and the service will not use up any prepaid texts as part of an existing texting plan.

Further information on how to become a volunteer Crisis Responder, use Crisis Text Line powered by Kids Help Phone or donate, can be found at kidshelpphone.ca/text.

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ABOUT KIDS HELP PHONE

Kids Help Phone is Canada's only 24/7 national service offering professional counselling, information, referrals and volunteer-led text-based support for young people. Since 1989, Kids Help Phone has offered kids, teens and young adults a critical lifeline of hope and support through our free, anonymous and confidential services – which are available in both English and French. Kids Help Phone is a registered Canadian charity, and we raise the majority of our revenue from individuals, foundations, corporations, and community fundraising.

ABOUT CRISIS TEXT LINE

Crisis Text Line provides free, 24/7 support for people in crisis via text. www.crisistextline.org

ABOUT CANADA HEALTH INFOWAY

Infoway helps to improve the health of Canadians by working with partners to accelerate the development, adoption and effective use of digital health across Canada. Through our investments, we help deliver better quality and access to care and more efficient delivery of health services for patients and clinicians. Infoway is an independent, not-for-profit organization funded by the federal government.

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