



WebXchange: MFRC Innovative Ideas

How Kids' Help Phone Text Line can help your families
12 Dec 2019

Theresa Roy
Roy.Theresa@cfmws.com

TEXT LINE: HOW DOES THE AVERAGE "CALL" WORK?

- Caller texts to 686868
- Automatic greeting text letting them know a Crisis Responder will be with them shortly

Help is just a text away.

Text TALK to

686868

to connect with a Crisis Responder.

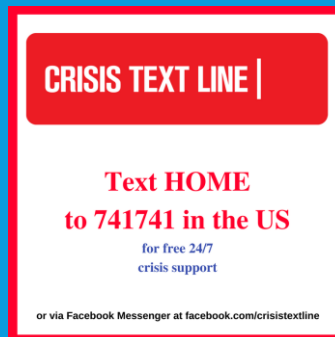
CRISIS TEXT LINE |

powered by

Kids Help Phone 

WHAT KINDS OF ISSUES COME UP ON KIDS' HELP PHONE TEXT LINE?

- Stress, trying to be perfect for everyone
- Trouble keeping up grades
- Losing friends
- Isolation and loneliness
- Relationship issues
- Bullying



Relationships?
Depression?
Self-harm?
Exams?
Addiction?

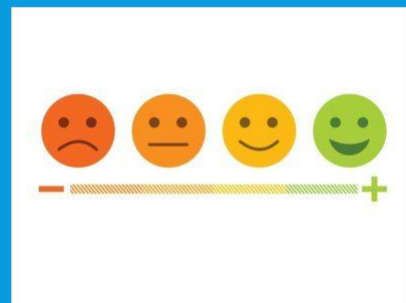
CRISIS
TEXT LINE
UK

A crisis looks different for everyone.
Text **SHOUT** to **85258** for 24/7 support.

shout textline

WHAT WOULD YOU TELL A PARENT WORRIED ABOUT THEIR KID TEXTING KIDS' HELP PHONE?

- Test it out
- Ask questions
- It's not all heavy topics
- Sometimes it gives kids a "dry run" to share it with a parent



WHAT ARE THE RESOURCES YOU REFER TO THOSE WHO TEXT?

- On the Kids' Help Phone Text Line website
 - Calming exercises
 - Apps
 - Refer back to parents or school counsellors
 - "Resources around me"

Service	How to access	Type of support	Devices supported
Phone counselling	Call 1-800-668-6868	Professional counselling from paid counsellors	Any landline or mobile device with calling capabilities.
Live Chat	Press the 'Chat' button at the bottom of your screen	Professional counselling from paid counsellors	Any computer, tablet or mobile device with Internet capabilities. You can also download our chat app.
Texting service	Text 686868	Active listening from trained, volunteer Crisis Responders	Any text / SMS-enabled cellphone.
Website	Visit kidshelpphone.ca	Information, support and interactive content on over 50 topics	Any computer, tablet or mobile device with Internet capabilities.
Resources Around Me database	Visit kidshelpphone.ca/resourcesaroundme	An online database for finding local resources in your area	Any computer, tablet or mobile device with Internet capabilities.

IF MY KIDS ARE TALKING TO YOU, HOW WILL I KNOW IF THEY'RE STRUGGLING?

- The text line doesn't replace the parent relationship
- It's just an additional resource
- We often suggest they speak to parents
- More you open up, the easier it gets

