

Kids Help Phone: Supporting First Nations Youth and Communities

June 4th, 2020



About Kids Help Phone

Kids Help Phone is a Canadian and world leader, known for our expertise and continuous innovation as Canada's only 24/7, bilingual professional counselling, information and support service for young people.

For more than 30 years, we have offered kids, teens, and young adults a critical lifeline of hope and support through our free services, which research shows significantly improve youth mental health.

Young people reach out to Kids Help Phone from Coast to coast to coast via:

- Phone
- Live Chat (temporarily closed)
- Crisis Text Line Powered by Kids Help Phone
- KidsHelpPhone.ca, our internationally-recognized website
- Resources Around Me, the largest database of youth-serving programs in Canada



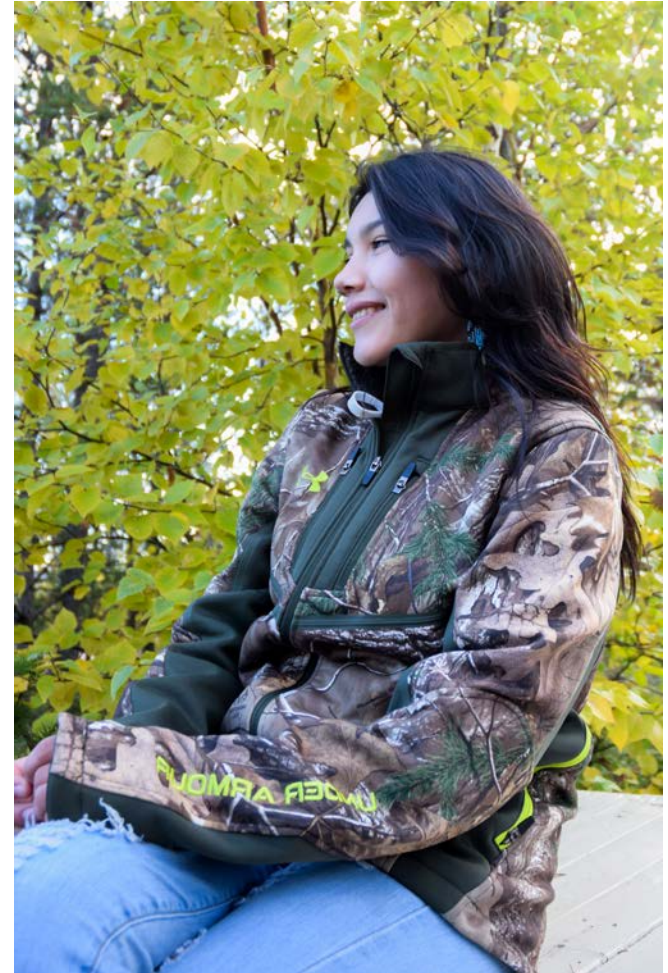
Kids Help Phone Services

Phone and Live Chat

- Professional Counsellors
- Confidential and Anonymous
- Volume: 71,755 sessions in 2019

Crisis Text Line powered by Kids Help Phone

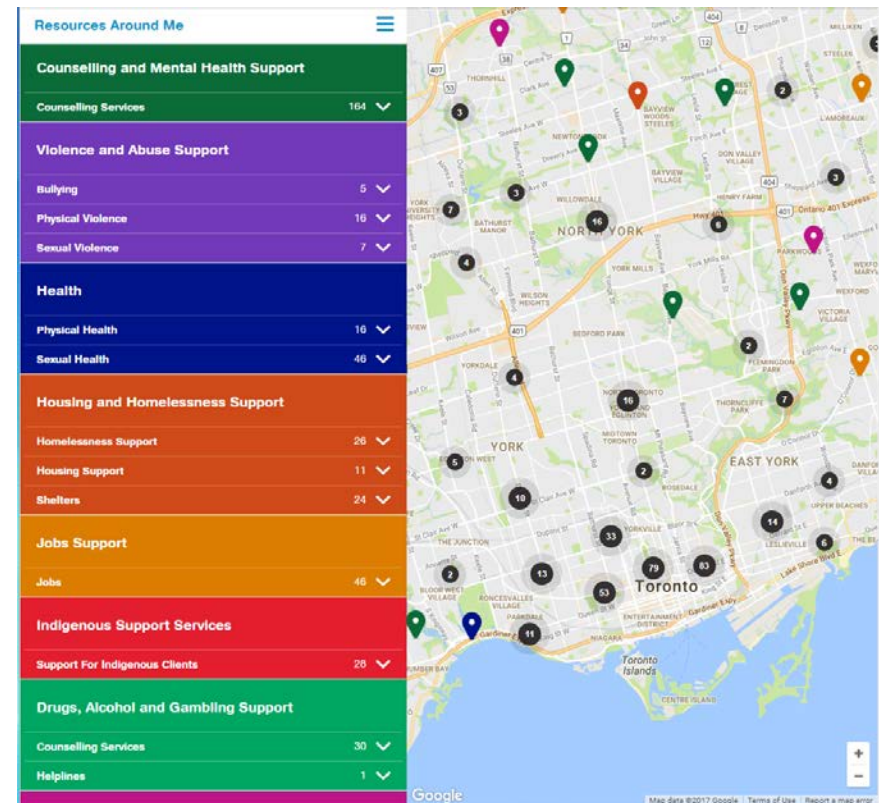
- Volunteer, trained Crisis Responders supervised by paid, professional counsellors
- Confidential
- Volume: 126,040 sessions in 2019
 - 1047 Indigenous texters per month
- Now available to youth AND adults



What is Resources Around Me?

Kids Help Phone maintains Canada's largest database of mental health and support resources for youth.

Resources Around Me can be accessed online or on mobile, and includes a wide range of topics including Indigenous and LGBTQ support services and legal and advocacy support.



[Get Support](#)[Get Involved](#)[Français](#)[Get help ▾](#)[Get info ▾](#)[Who we are ▾](#)

Call a counsellor:
1-800-668-6868

[Donate](#)

Singer Shawnee identifies as two-spirit. This is her story.

[emotional health](#) [Indigenous](#) [LGBTQ2S+](#) 1310

“Warrior Heart.” “This is Me.” “Canadian Cry.” These are just some of the powerful song titles on Indigenous singer/songwriter Shawnee’s

[Chat](#)

Kids Help Phone

Indigenous Initiatives

Indigenous Leadership at Kids Help Phone

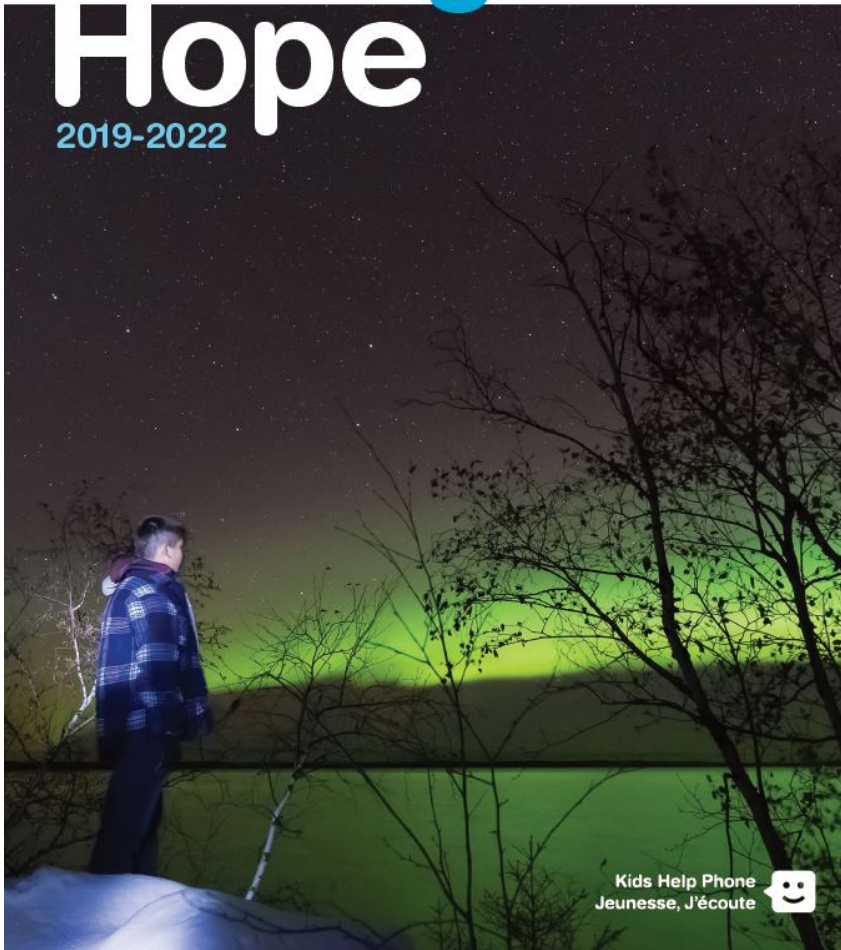
- **Indigenous Advisory Council**
 - Oversees special projects and Indigenous program development
 - Determines subject matter of Indigenous-focused website content and employee and volunteer training;
 - informing organizational policies and practices;
- **Manager, Indigenous Initiatives**
- **Ongoing engagement with Indigenous youth and communities**
 - Youth Engagement Sessions
 - Working Groups
 - Indigenous Engagement Program
 - Partnerships
 - Indigenous Initiatives Network



Finding Hope

2019-2022

Kids Help Phone's Action Plan
for Supporting First Nations, Inuit,
and Métis Young People



- **7 Goals**
- **37 Actions**
 - Partnership
 - Training and Operations
 - Promotion of Mental, Emotional and Spiritual Well-being
 - Outreach and Awareness
 - Inclusion

Primary Audiences of Finding Hope

Indigenous children and youth

Indigenous children and youth living in remote, urban, and rural communities across Canada, as they define themselves, are the over-arching audience of this action plan.

Geographically Displaced Indigenous Young People

Young people who are away from home for various reasons such as:

- In or from care
- In custody
- Homeless or in shelters
- Seeking medical treatment
- Earning an education
- Evacuated due to unsafe housing

LGBTQ2S+ Indigenous Young People

LGBTQ2S+ people experience unique barriers to culturally safe health care, and are at greater risk for negative mental and physical health outcomes than their non-Indigenous LGBTQ peers or their non-LGBTQ2S+ peers.

Male-Identified Indigenous Young People

Greater supports are needed for all Indigenous peoples including male-identified Indigenous young people. We support youth through advocacy, knowledge sharing, and special initiatives to address toxic masculinity impacting young Indigenous men and women.

Mental Health Workers and Organizations

We must work in partnership with organizations that provide mental health supports to build trust and ensure our programs and services are understood for referral purposes. We will also listen carefully to community needs and seek opportunities for collaboration.

Influencers of Indigenous Young People

Individuals who in positions of influence to refer youth to Kids Help Phone services:

- Caregivers and family members
- Educators
- Recreation workers/coaches
- First responders
- Elders
- Community leaders
- Media influencers

Finding Hope Goals

1. **Increase Indigenous counselling and crisis response sessions to 20% of all sessions annually by 2022.**
2. **Maximize Indigenous access to counselling, crisis response and mental, emotional and spiritual well-being resources.**
3. **Promote the Mental, Emotional, and Spiritual Well-being of Indigenous Young People and Communities**
4. **Increase Indigenous Education among Kids Help Phone Staff, Volunteers and Board of Directors**
5. **Increase Indigenous Representation of Staff and Volunteers to a Minimum 5% by 2022.**
6. **Expand Resources Around Me to include at least 6500 Indigenous-focused resources by 2022.**
7. **Contribute to the benefit of Indigenous and settler people in Canada.**



Emergency Services

Background

- Kids Help Phone engages in an average of 10 active rescues each day in addition to mandatory reports.
- Some active rescues have been in response to risks due to exposure to the elements and may be addressed through other community services who could provide shelter or food.
- Many First Nations youth are asking us to connect them with First Nations emergency and child and family services instead of mainstream services.
- We have prioritized First Nations supports but recognize that First Nations leadership may prefer that we connect young people in their communities to specific services that can respond more quickly and appropriately in emergency situations.

Request

- We are inviting a PTO to collaborate on the distribution of electronic packages to First Nations Band Councils in their region. The purpose would be to ask Band Councils to provide clear direction (via form) on which emergency services they would like Kids Help Phone to contact when youth in their communities are in immediate need of support.

Would you like to leave a note for your Crisis Responder?

- [scrubbed], you are the best, thank you for helping me tonight. I hope you have a great life and everything will be good in the future
- Thank you, I felt like you really cared and I appreciate that.
- Thank you for the help and I greatly enjoyed speaking with you. I am very thankful for the help you provided me with
- Thank You, I had to get back to work but it was helpful just to vent for a minute. I appreciate it
- They have to seem more caring and have to stop pretending that they know how we feel
- Thank you for helping me and calming me down
- Thanks for messaging with me.
- I appreciated your positivity and kindness!
- You did really well but I'm very just stubborn when it comes to talking about myself I don't mean to do it it's just a reflex that I'm trying to handle and I'm sorry for being a little rude if I was
- I was so scared and I felt like you helped with all that anxiety, and I couldn't tell anyone about it. I don't know how old the guy was and that's what I was so scared of bc I think he took advantage of me while I was intoxicated that's what I was so scared of. But thank you regardless
- Thank you very much, you helped me from wanting to end my life just by letting me be heard and have a voice, and showed me that I am not alone. Thank you for your time, and showing that I am worth it, you definitely made my Christmas better. I will remember those words you said.
- Thank you very much for talking to me. You helped me so much and thank you for giving me those resources they helped alot I hope we get to talk again and I hope your doing well
- thank you for being there for me during this time. i appreciate what you do.
- Thank you for your help, if I didnt find a help line that I could text someone the night could've gotten worse rather than better. And I appreciate all you do.

Complete list of Indigenous survey responses from Indigenous youth in Saskatchewan in December 2019.

More Information

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Indigenous Initiatives Network

KidsHelpPhone.ca/IIN

Finding Hope: Kids Help Phone's Action Plan for Supporting First Nations, Inuit, and Metis Young People

KidsHelpPhone.ca/Finding Hope

Indigenous Youth Facing Web Page

KidsHelpPhone.ca/Indigenous

Indigenous Supporter Web Page (order outreach materials, Indigenous Engagement Program)

KidsHelpPhone.ca/get-involved/first-nations-inuit-and-metis/