Thank you for showing up for youth.

We have been a safe and trusted place for young people since 1989. We know that with 8.2 million young people in Canada – almost one quarter of our population – there is more work to be done. The stakes for their future, and for our country, could not be higher.

Our young people need us more than ever. Last year, conversations about suicide increased by close to 30 per cent. Our data gives us incredible insight into issues youth are facing every single day.

As the country’s virtual care expert and provider of youth e-mental health support services, it is vital that we remain relevant and offer support in the way youth want it.

We can and must be there for even more kids in 2019 – and we cannot do it alone.

With committed donors and partners like you, we will continuously create innovative ways of delivering more responsive services to more young people. Investing in youth serves all our interests, and speaks to our collective responsibilities as members of society. We need everyone with a role, responsibility and interest in the outcome onboard.

Warmest regards,

Katherine Hay
President & CEO,
Kids Help Phone

Thank you for your support.

For more information about Kids Help Phone, our services, volunteer opportunities, or to make a donation, please:

Call: 1-800-268-3062
Visit: kidshepphone.ca
Email: donation@kidshepphone.ca

To view the full version of the Impact Report visit: Kidshepphone.ca/Impact2018

We Show Up for Youth
2018 Kids Help Phone Impact Report

Charitable Registration #: 12003136489RR0001

Our Founding Partners

Since 1989, the remarkable generosity of our four Founding Partners – Bell Canada, BMO Bank of Montreal, Nestlé Canada and Parmalat Canada – has enabled us to always be open, providing a safe and trusted place for kids, teens and young adults in Canada – in any moment of crisis or need.

Strengthening youth mental health is a shared priority for our Founding Partners. As true champions of youth mental health and well-being, our Founding Partners embody our values – they are courageous, innovative, trustworthy, collaborative and resilient. Each has a lasting legacy of rallying their employees, clients, customers and communities to support our free, bilingual, proven effective 24/7/365 services for youth.

Thank you to our Founding Partners, Kids Help Phone has pioneered and delivered innovative, life-changing support, information and resources to youth for close to thirty years. Anytime. Anywhere. For any issue.

Together, we have proven that innovation saves lives – and together, we will continue to be there for more young people in every community in Canada. Thank you to our Founding Partners for being true allies to youth!
Empowering youth at risk.

In 2018, we worked with 4,084,296 young people who called the Kids Help Phone to find help during a crisis or to discuss something. We served more young people than ever.

Since then, we have experienced a 151% increase in demand for the service.

Chat service from five days a week to 24/7 access.

Live Chat.

- You brought bilingual support via text to youth across the country through Crisis Text Line powered by Kids Help Phone. You’re providing a lifeline for young people who can’t or don’t want to talk on the phone.
- We extended our Live Chat service from five days a week to 24/7 access. Since then, we have experienced a 151% increase in demand for the service.
- You helped more young people than ever before.

Thank you – to our donors and supporters, our staff and volunteers, and our Board of Directors – for creating the momentum that will propel us into 2019.

In 2018, Kids Help Phone provided support to young people 5,447,801 times. Each day over 1,000 young people reach out to Kids Help Phone for resources, to speak to someone who can help them, or to get help from crisis-to-crisis to coast. This year, we experienced a 44 per cent increase in demand for our counseling.

Our vital support helped us:
- Conduct 67 more Live Chat sessions by extending the service from 5 days a week to 24/7.
- Launch a new, nationwide 24/7 texting service for youth.
- The first helpline in Canada to answer texts by severity versus chronology, ensuring youth at risk receive priority assistance.
- Launch Good2Talk Nova Scotia for post-secondary students.

Thank you to our donors, we are always open, providing a safe and trusted place for young people in any moment of crisis or need. No matter where or how a young person in Canada seeks help, your support puts them on the path to finding it.

Chair, Board of Directors, Kids Help Phone

Charles Brown
Chair, Board of Directors, Kids Help Phone

Sincerely,

momentum that will propel us into 2019.

Chair, Board of Directors, Kids Help Phone

Charles Brown
Chair, Board of Directors, Kids Help Phone

Sincerely,