

YOU'RE NOT ALONE



Stressed out? Lonely? Being bullied or abused? 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, 7 days a week.

Counselling

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

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.

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 *always* respect your privacy
- Can refer you to helpful resources where you live

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.
- We're here for everyone between the ages of five and 20.
- 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 someone in either English or French.

Next comes a message about prank calls. We need to keep the lines free for kids and teens that need to connect with us.

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

Common questions

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

It depends. If you call from a cell phone, the number may show up on your bill, but it won't if you call us from a land line. You could also consider using a pay phone – it's free.

"Does it cost me minutes to call from my cell phone?"

Your call may use up cell phone 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, then it's important to us.

Reaching out

You can always call us **24/7/365** at **1-800-668-6868**.

If calling is not for you, that's okay! There are many other ways you can reach out to us:

- » Post a question or write to a counsellor on [Ask Us Online](#).
- » Connect with a counsellor through [Live Chat](#) on your smartphone or online.
- » Download our free mobile app, [Always There](#), to find features like Feelings Log, Stress Buster tips, quotes, jokes, and more.
- » Find local resources in your area through [Resources Around Me](#) on our free mobile app, [Always There](#), or at kidshelpphone.ca.

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