

E-Mental Health and Indigenous Partnerships in Suicide Prevention Webinar



Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada

Kids Help Phone
Jeunesse, J'écoute



Presenters



Moderator:
Nitika Rewari

Manager,
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*Mental Health Commission
of Canada*



Presenter:
Alisa Simon

Senior Vice President,
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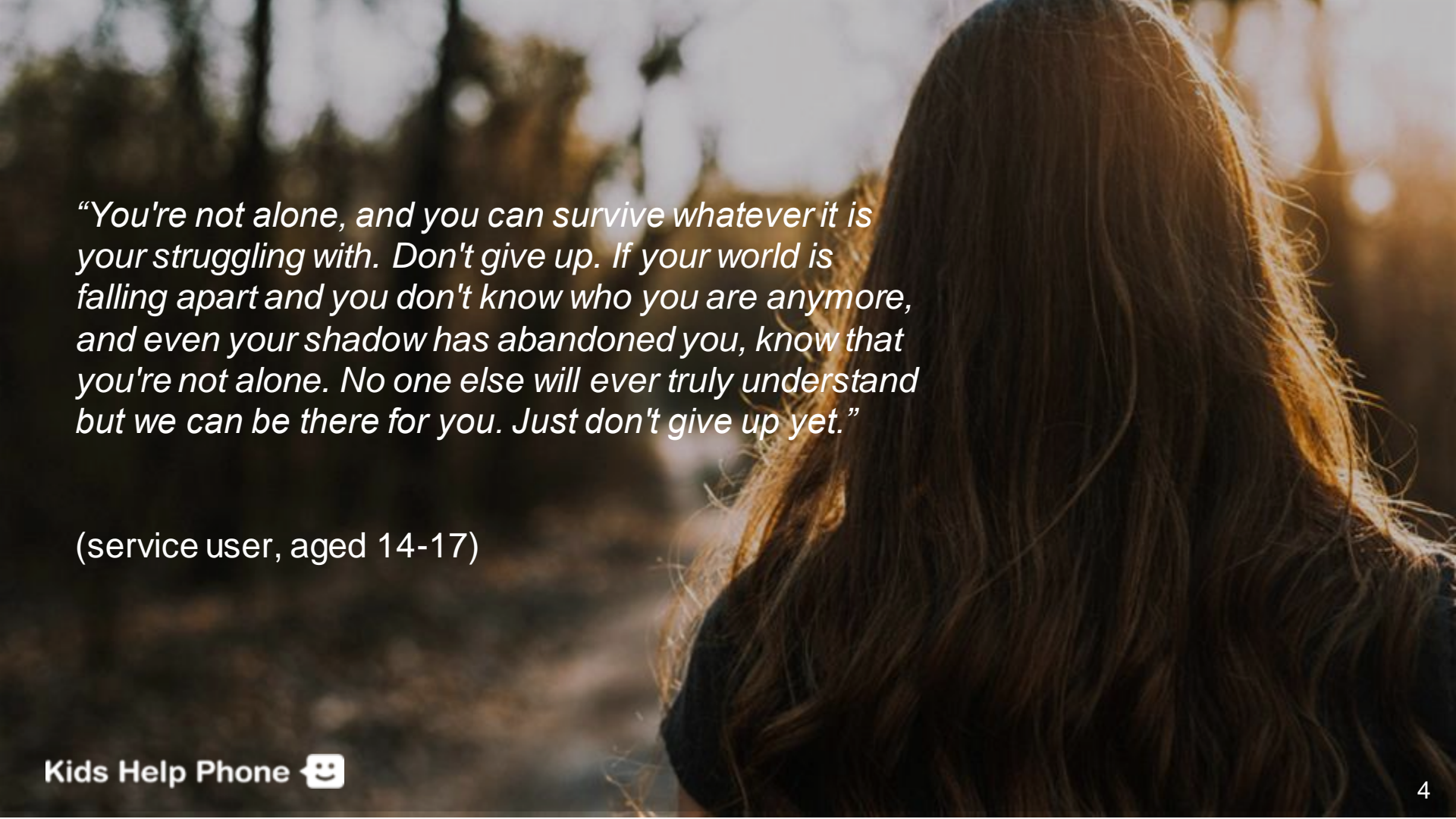
Presenter:
Deanna Dunham

Director, Indigenous
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E-Mental Health & Indigenous Partnerships in Suicide Prevention:

Key Learnings and Successes from Kids Help Phone



“You're not alone, and you can survive whatever it is your struggling with. Don't give up. If your world is falling apart and you don't know who you are anymore, and even your shadow has abandoned you, know that you're not alone. No one else will ever truly understand but we can be there for you. Just don't give up yet.”

(service user, aged 14-17)

Who We Are

Pioneers in virtual care and e-health solutions.

The only national, bilingual, 24/7 resource for young people, offering anonymous and confidential counselling, support, information and referrals.



4.2 Million

The number of times Kids Help Phone provided support to young people in 2020

Our Reach

- **900- 1,500** young people reach out every day from every province and territory

An Imperative to Innovate

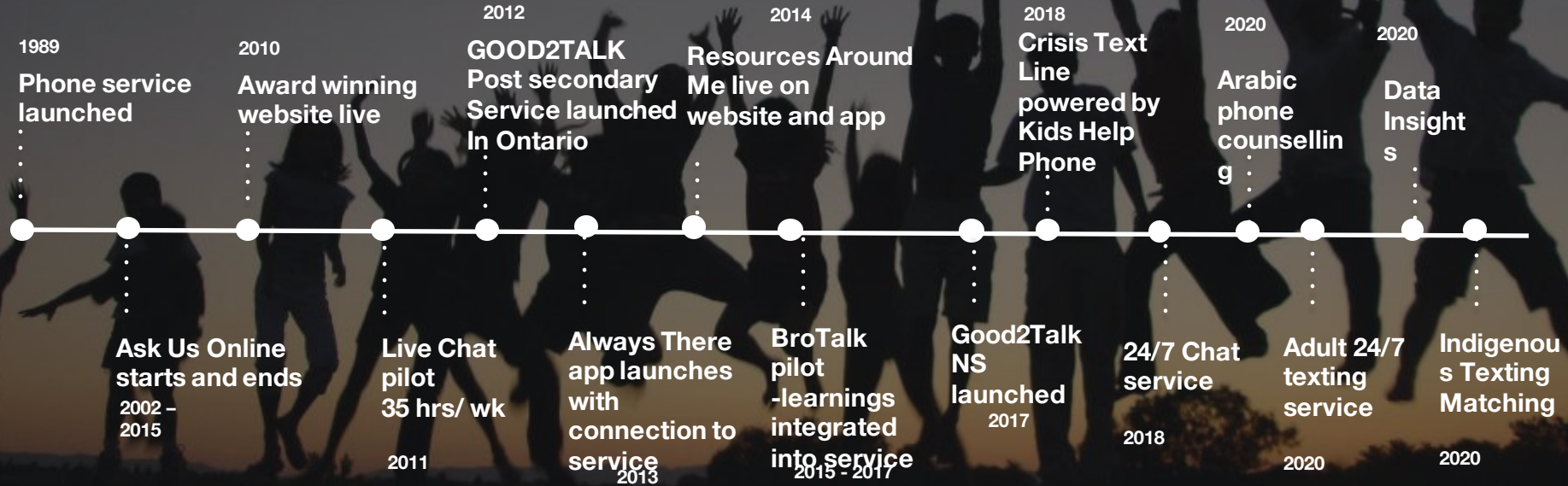
A young man and woman are shown in a close embrace against a brick wall. The man is behind the woman, his arms wrapped around her. The woman has a serious expression and is looking off to the side. The lighting is soft, and the overall mood is one of support and care.

The severity and scale of the youth mental health crisis in Canada compels us to act.

We will mobilize our country to create a future where every young person in Canada will access the support they need, in the way they need it most.

Since 1989

We're evolving to adapt to meet young people where they are, when they need us.



Data Insights

Get Support Get Involved Get Insights Français

Kids Help Phone ☺

Call a counsellor: 1-800-668-6868 Donate 🔍

Insights

Welcome to Kids Help Phone Insights! Here, you can navigate anonymous (i.e. without personal or identifying details) and aggregated (i.e. not individual) data from the conversations we have with young people across Canada 24/7.

Lonely

Curious

Tired

Stressed out

Scared

Hopeful

Kids Help Phone ☺

What are young people talking to us about?

- Relationships
- Anxiety/ stress
- Feeling Depressed
- Suicide
- Isolation
- Self Harm
- Grief

Suicide Prevention

100% Increase in Conversations about Suicide over Last 5 Years

Triaging High Risk Texts

The screenshot displays the CRISIS TEXT LINE interface. At the top, there is a navigation bar with the following elements: 'CRISIS TEXT LINE' logo, three status indicators (two green, one red), and menu items for 'Supervision', 'Queue' (with a red notification badge), 'Admin', 'Referrals', 'Toolbox', and 'Profile'. On the right side of the navigation bar, there are links for 'Report an issue' and 'Log out'.

Below the navigation bar, there is a green button labeled 'Help Another Texter'. The main content area shows a list of text messages for triaging. Each message entry includes the sender's name, the message content, and the time remaining until the message expires. The messages are as follows:

| Sender | Message Content | Time Remaining | Priority Icon |
|--------|------------------------------------|-----------------------|----------------|
| Anon | OOB - I'm suicidal and depressed | waiting a few seconds | Downward arrow |
| Anon | Hello - I want to kill myself | waiting a few seconds | Downward arrow |
| Anon | Hey - im just really sad right now | waiting 2 minutes | Upward arrow |
| Anon | Ge - feeling really crazy and sad | waiting 2 minutes | Upward arrow |
| Alex | Hello - I want to cut again | waiting 1 minute | Upward arrow |
| Maria | Hi? - I need to talk to someone | waiting 1 minute | Upward arrow |

bridge
knife
overdose
pills
jump
killing
wrist(s)

overdose
cops
pills
bridge
planning
cares
kill
hospital

social
difficult
sort
hotline
sounds

Learnings

Suicide:

“*Overdose*” 3x more likely to be suicidal - “*pills*” and “*jump*” 2.5x

Texters who mention “*ambulance*” are 4x more likely to need an active rescue than those who use the word “*suicide*”

Suicidal conversations most likely on Mondays – least likely on Saturdays

10pm – 1am

Learnings

A young woman with dark braids is smiling broadly, looking towards the camera. She is wearing a grey and white striped sweater. In the background, other people are visible but out of focus, suggesting a social setting.

Compared to chatters, Texters are:

- 4.9X more likely to discuss anxiety/stress than chatters
- 2.2X more likely to discuss relationships
- 5.4X more likely to discuss feeling depressed

Making a Difference

Saving, on average, ~ 9 lives every day

82% felt at least one of the following: less alone, less distressed, less upset, more hopeful, more in-control

59% spoke about an experience or feelings that they had never shared with anyone else.

If the service did not exist, 77% would have managed the issue on their own, not spoken to anyone or ignored the issue and hoped it got better (89% of them discussed suicide)

11% reported they would have gone to the emergency room or a health care provider

Indigenous Leadership

- The Kids Help Phone Indigenous Advisory Council (IAC) leads all Indigenous activities at Kids Help Phone.
- The IAC shares membership with our:
 - Board of Directors
 - National Youth Council

Ongoing Engagement

- **Decisions made by the Indigenous Advisory Council are informed by ongoing engagement with Indigenous youth and communities. We engage through:**
 - **Indigenous Initiatives Network (email distribution list)**
 - **Indigenous Engagement Program champions and ambassadors**
 - **Partnerships and special projects**
 - **Engagement Sessions with Indigenous youth**

Finding Hope

Finding Hope: Kids Help Phone's Action Plan for Supporting First Nations, Inuit and Metis Young People outlines the 37 actions and 7 goals that we are committed to achieving.

Guiding Principles

Guiding Principles of Finding Hope:

- Recognize and respect the distinctiveness of Indigenous Nations and communities
- Support inclusion and meaningful participation
- Education is essential to the success of Indigenous initiatives
- We must work in partnership with Indigenous peoples

Distinctions-Based Approach

- **Connecting First Nations, Inuit and Metis service users with FNIM Crisis Responders**
- **Developing select website content in Inuktitut, Michif, and 8 First Nations languages**

Inuit Wellness Specialist

First Nations Wellness Specialist

Metis Wellness Specialist



Life Promotion Initiatives

- **Indigenous Engagement Program**
 - **Network of volunteer Champions and Ambassadors in Indigenous communities**
- **Service Access Points Toolkit**
 - **Supporting communities in the creation of spaces for people to access remote services**
- **Emergency Referrals Initiative**
 - **Working with community partners to identify community supports that can be contacted when someone is at risk of harm**

Brighter Days

Brighter Days: An Indigenous Wellness Program

Indigenous Wellness Specialists engage directly with Indigenous youth to encourage help-seeking behaviours, demystify Kids Help Phone services, and develop skills, tools, and resources to support their well-being

Thank you!
Questions?



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