

Changing Lives Together: Lindsay Rachel Giacomelli Memorial Fund and Kids Help Phone

March 2021



Presented to:
Lindsay Rachel Giacomelli Memorial
Fund

The need is critical

As young people change, and technology changes even faster, their needs are becoming more complex. Access to support can often make the difference between a negative and a positive outcome in a young person's life.

Kids Help Phone is Canada's only 24/7 national mental health service for young people, offering bilingual professional counselling, clinically-based tools, resource referrals and crisis support services. Every day, our counsellors and volunteer Crisis Responders are speaking to young people, hearing their struggles, their fears, their pain, but most importantly, hearing what brings them hope.

We connected with youth over 4.5 million times in 2020 (compared to 1.9 million in 2019) and are expecting to surpass that number in 2021. As young people from coast to coast to coast are in urgent need of help, they are turning to Kids Help Phone like never before.

- Conversations about isolation, emotional abuse and eating & body image spiked during the first wave of COVID-19;
- Texters who talk to us about racism are the second most distressed of all our service users;
- University students are discussing suicide 5.4% more since returning to school;
- 73% of service users told us something they have never shared, 39% said they would have ignored the issue, 11% shared they would have gone to the emergency room had Kids Help Phone not been there;
- We conducted 4,200 active rescues in 2020, engaging emergency services for those in imminent risk of suicide or harm – an average of 11 per day.
- Kids Help Phone is seeing a 52% more conversations about Isolation since COVID began
- In Alberta, Kids Help Phone is seeing 40% more conversations about anxiety or issues since COVID began

The data shows. Our services are changing and saving lives.

As demand continues to spike, and the short and long-term implications from COVID-19 on mental health and well-being are considered, we must continue to hold the virtual frontline. Our service model was built for this. But we can't do it alone.



“COVID is disintegrating my mental health. I’ve never been more suicidal. Perhaps more people are completing suicide successfully right now. Thank you for being there for me”
-Kids Help Phone service user

Maximizing Access to E-Mental Health Services

COVID-19 has sparked a tsunami of mental health needs across Canada and unprecedented demand on our services. We were built for moments like these – nimbly scaling our services to serve more young people than ever before

Kids Help Phone allocates 70% of funds raised directly towards programs. Admin costs are 8.7% and the remaining percentage is utilize for innovation to reach more kids and young adults and miscellaneous.

With the support of the Lindsay Rachel Giacomelli Memorial Fund, we can:

- Rapidly increase and sustain support offered through phone, text and Facebook Messenger;
- Connect young people to the most appropriate service and support within the Kids Help Phone eco-system, or to community-based services through [Resources Around Me](#), our database of individually verified and geo-targeted mental health and support services for youth (26,000+ records).
- Expand and curate digital resources for youth and caring adults on the [Gateway for E-Mental Health Solutions](#), supporting youth well-being, building resiliency and empowering young people to take control of their own mental health.
- Erase barriers for youth in rural and remote areas, for whom support services and treatment are often unavailable by exploring additional access points to our services;
- Continue to fulfil the 37 actions outlined in [Finding Hope](#), Kids Help Phone’s Indigenous Youth Action Plan;
- Provide proven, accessible, data driven support services that help keep young people out of emergency rooms, and reduce costs to the health care system.

Mental health and e-mental health solutions drive the stability of communities, families, social-economic health and the future of Canada. Together we can reassure youth that they are never alone, and can access support whenever they need it.



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Before I texted this I felt like nothing mattered and I was scared that I was going to do something, after texting you I felt a lot better and had learned how to calm myself in new ways. Thank you so much.

-Indigenous youth,
Kids Help Phone service user

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Thank you for your thoughtful consideration, Lindsay Rachel Giacomelli Memorial Fund

Together, we can create the future we all envision: one where every person can access the support they deserve.

Kids Help Phone has the vision, track record and plan to affect real change for the well-being of Canada. We cannot do it alone.